

Financial Services Institution Finds More Than €4M in Annual IT Savings Opportunities

Tangoe's IT Expense Management Helps Global Top 10 Bank Meet CEO-Mandated IT Spend Reduction

About the Customer

To meet CEO-mandated objectives of reducing annual IT spend by €800M, a global top 10 bank made the switch from legacy IT infrastructure to consumption-based solutions. This financial institution required that all new technologies be rolled out in a controlled manner with the proper system in place to achieve target savings.

Increasing Visibility, Control, and Cost Savings

The customer engaged Tangoe to analyze five outsourced spend categories totaling €150M annually. Tangoe reviewed invoices, inventory reports, and current-state expense management processes and also interviewed each spend category manager.

Four savings categories were reviewed to identify a total annual saving opportunity of more than €4M:

Savings Category	Annual Savings Potential Identified (€)
Improved Inventory Management	1.6M
Tighter Controls on Entitlements/Requests	1M
Vendor Invoice Assurance	.7M
Improved Sourcing	1M
Total	4.3M

Key Pain Points

High CEO-mandated IT spend reduction

Need for a structured, restrained transition from legacy IT infrastructure to consumption-based solutions

The Overarching Solution

IT Expense Management
Impact Roadmap

Outcomes

More than €4M in annual savings opportunities identified

Thorough analysis of four outsourced spend categories

Future-state operating model

The Tangoe IT Expense Management Solution and Results

Tangoe provided a future-state operating model integrated with an existing Ariba-based process. In order to promote thorough oversight, the Tangoe team recommended this global top 10 bank allocate based on actual costs to the individual/cost center level and provide a one-stop, end-user experience for expense validation and budget forecasting.

More than 15 expert recommendations were provided, including the following:

- Implement push reporting for cost center managers to provide more visibility, automation, and approval control.
- Implement process to ensure retirement of desktops/laptops as Remote Desk Hosting (RDH) rolls out.
- Audit Vendor A invoices for duplicates and educate employees on canceling tickets.
- Request Vendor C benchmarking, ask for addition of "Most Favored Nation" clause, and ensure contracted reductions occur year-over-year.
- Audit non-user-billed vendor reports to make sure credit requests are submitted prior to any vendor change.
- Review Vendor E's discounts for global volumes and negotiate flat pricing with Vendor B.

These recommendations allowed this global top 10 bank to fully benefit from new technologies while reaching target savings objectives and securing a smooth transition.

About Tangoe

Tangoe helps its customers grow their bottom line. Leading global brands rely on Tangoe to increase productivity, reduce costs, and drive predictable results. The company's technology solutions are the global expense management and mobility services standards for the world's greatest brands who believe, like us, people work smarter when technology works for them. Learn how technology can make you work smarter at www.tangoe.com.