



CASE

STUDY

Global Pharmaceutical
Company Saved \$500K
Through Brightfin's
ServiceNow-Powered TEM



Overview:

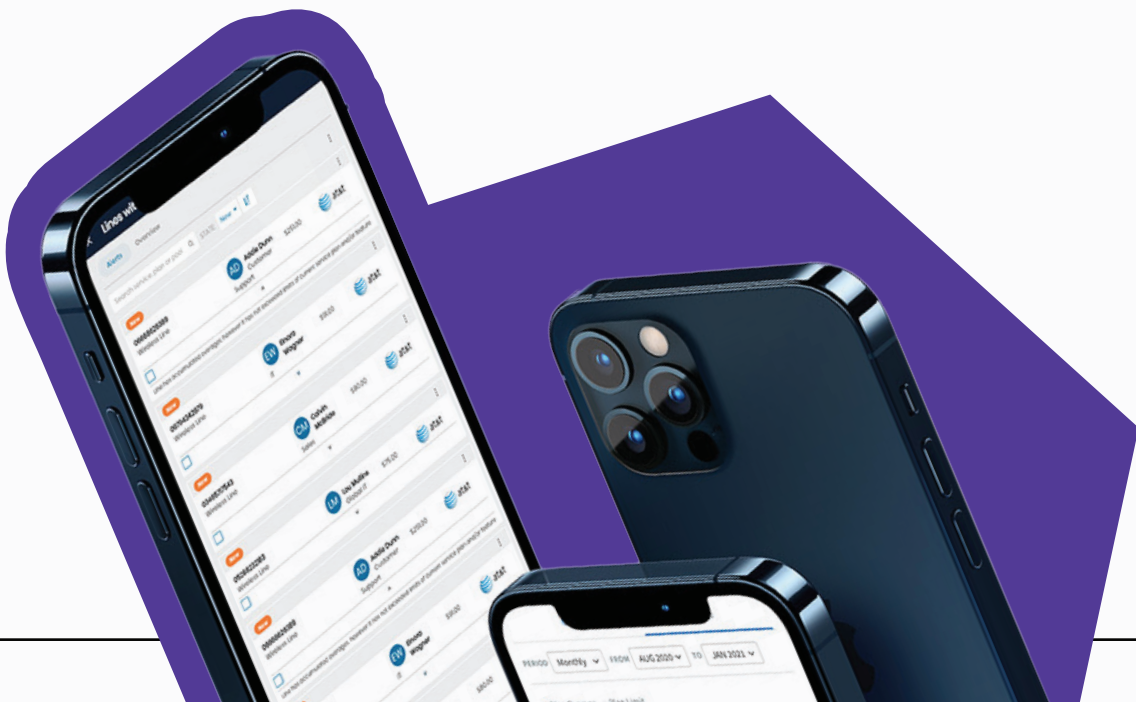
A Global Pharmaceutical company, operating across multiple regions, faced challenges managing telecom and mobile expenses effectively. They needed a solution that could quickly identify savings, streamline operations, and **empower their ServiceNow environment to be a true system of record.**

After conducting a thorough Request for Proposal (RFP) process, the company chose Brightfin for its ability to deliver a comprehensive partnership and solution. Throughout the engagement, Brightfin provided both hard savings (direct cost reductions) and soft savings (efficiency improvements) by optimizing mobile spend and giving employees access to self-service tools via ServiceNow.

“I’ve seen telecom expense management (TEM) systems in other companies, but none compare to what’s possible with Brightfin inside ServiceNow.”

Eduardo Valera,

Head of Global IT Frontline Support with 20+ years of experience.



Challenges:

Managing telecom and mobile operations across a worldwide enterprise proved difficult, with invoice processing becoming a bottleneck and manual work piling up. Their prior TEM solution fell short of expectations, prompting our customer to **spearhead efforts to identify rapid savings** and solve for:

- Limited in-house expertise to identify cost-saving opportunities quickly.
- Inefficient invoice management and a lack of clear visibility into mobile spend.
- No easy way for employees to request services or track usage through a unified platform.

The company needed a partner with the tools and experience to drive immediate savings and provide a future-proof solution within ServiceNow.

Solution:

Brightfin addressed both their immediate challenges and long-term goals:

- **Mobile Value Analysis:** Brightfin's team brought deep telecom and mobility expertise, uncovering savings opportunities the company couldn't achieve internally.
- **Invoice Optimization:** Automating invoice audits reduced unnecessary costs and ensured accurate billing.
- Brightfin's solution is built on ServiceNow, enabling:
 - Mobile Service Catalogs for employee self-service, minimizing requests to IT teams.
 - Real-time spend analytics to track mobile and telecom costs across regions.
 - Global reporting to provide visibility into usage, spend, and trends.

Key Benefits:

1. Significant Cost Savings

Brightfin identified and implemented \$500K in savings in North America alone. With continuous optimizations in other regions, the savings are expected to grow over time.

2. A Trusted Partnership

The company found working with Brightfin's team to be a refreshing change compared to other vendors:

- "Some vendors can be a nightmare, but Brightfin was reliable, proactive, and easy to work with."
- Brightfin's professional and responsive team ensured a smooth experience throughout the partnership, going beyond just providing technology.

3. Global Support and Scalability

With operations across multiple regions, Brightfin's offshore team in Europe provided key support. Their dedicated, proactive service ensured smooth operations globally, ensuring the solution meets the company's evolving needs.

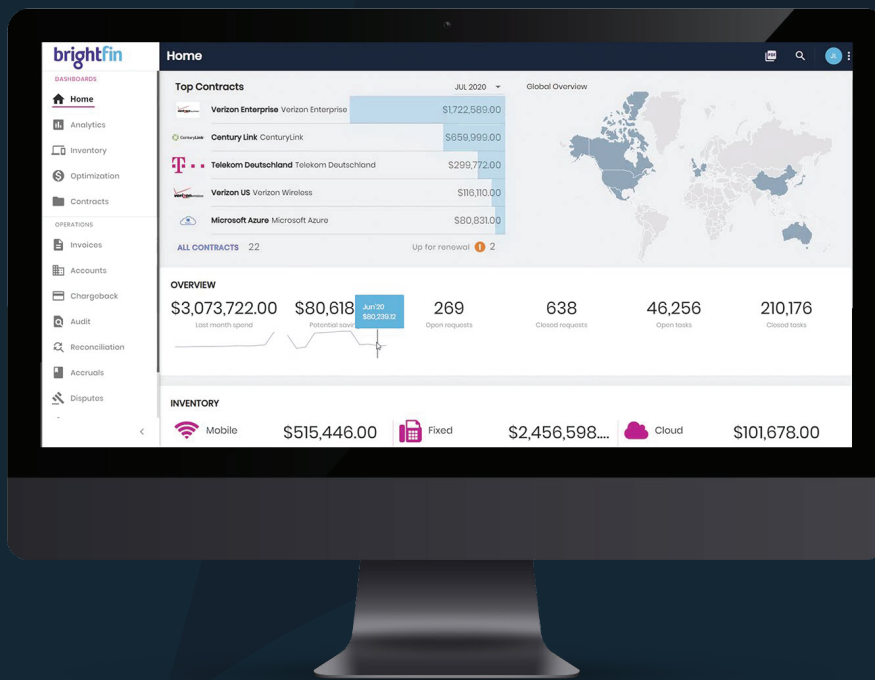
Results:

- \$500K saved in mobile spend across North America.
- Invoice processing optimized, freeing up internal resources.
- ServiceNow-powered self-service tools reduced employee requests, driving both hard and soft savings.

Let Brightfin evaluate your carrier spend in 10 days or less.

[click here to get started](#)





reduce expenses,

increase efficiency &

gain full spend visibility

 *natively built on ServiceNow*

Managed Mobility Services

- + Invoice processing, reporting & analytics
- + Mobile device inventory management
- + Audit & optimization w/ dispute management
- + Bill pay
- + Help desk
- + Procurement
- + UEM admin & asset synchronization
- + Lifecycle management
 - » *Staging & kitting*
 - » *Seed stock management*
 - » *Reverse logistics*

Telecom Expense Management

- + Invoice processing, reporting & analytics
- + Fixed inventory management
- + Audit & optimization w/ dispute management
- + Bill pay
- + Help desk
- + Procurement
- + Contract management & negotiations
- + Benchmarking

Cloud Expense Management

- + Invoice processing, reporting & analytics
- + Inventory management
- + Audit and dispute console
- + Bill pay
- + Help desk
- + Kubernetes integration