

Customer Success



Industry
Hospital/Healthcare

Company Size
Large Regional Hospital,
Multi-Campus

Type of Solution
Wireless Analytics Reporting
and Data & Landline Billing

"Not only are we able to track high Mobility Users, we are now able to save Administration up to 9 Hours of time per month and Finance is overjoyed with the result of having our Telecom Invoices done Electronically. We are able to now provide accountability, and cost allocation each and every month."

-Coordinator, Guest Services Network

Challenge

This Hospital was challenged with the time it took to go through over 100 complicated mobility, data and landline invoices and allocate cost to several different cost centres and programs, plus charging those users who are responsible for their own payment. This took an enormous amount of administrative effort.

Solution

Smart Thought Technologies provided the Hospital with our Mobility Analytics platform, MethodiCall, and created a solution which automatically collects electronic copies of the data and land line invoices, allocates the charges to various programs and business units and creates a file for their Finance Department to feed into their financial system.

Results

- *Administration has saved between 5-7 hours/month in reviewing bills, coding to appropriate cost centres, tracking usage and identifying waste.*
- *2 hours/month is saved for invoicing users responsible for their own payment.*
- *Enhanced Corporate Accountability for communication usage and greater cost allocation ability.*