

TELECOM BILLING ERRORS ERODE HEALTHCARE BUDGETS



Industry
Healthcare / Nonprofit

Client
A regional nonprofit healthcare system with 8,100+ employees and multiple care locations across its service area.

Challenge
Telecom expenses were rising annually, and the organization lacked internal resources to audit or optimize phone, internet, and wireless costs across a large workforce and multi-location footprint.

Solution
SIB conducted a detailed telecom expense and physical audit, identifying unnecessary lines, optimizing plans, negotiating reduced rates with major carriers, and securing billing corrections — with ongoing oversight through SpendBrain™.

Result
\$330,000 in annual savings across telecom services while enhancing operational efficiency and optimizing monthly usage

THE CHALLENGE

Despite prior cost-reduction efforts, this regional nonprofit healthcare system continued to see telecom costs increase year after year. With limited internal bandwidth and a large number of employees and locations, unmanaged phone, internet, and wireless lines led to unnecessary expenses and billing inefficiencies that the internal technology team could not systematically address.

THE APPROACH

SIB leveraged its telecom expense expertise alongside a comprehensive physical audit from Sage Management (an SIB company) to analyze the client's telecom environment for phone, internet, and wireless services. We identified unused or unnecessary lines, right-sized plans based on usage patterns, negotiated better pricing with carriers, and proactively corrected billing errors to capture credits and ensure ongoing cost control.

THE RESULTS



- ✓ **8 savings opportunities** identified across **4 vendors**
- ✓ Ongoing wireless usage monitoring to prevent overages and misaligned plans

These results demonstrate SIB's ability to drive meaningful financial impact in high-complexity environments — reducing spend while preserving service continuity.

SpendBrain™

WHERE TRADITIONAL AUDITS END, SPENDBRAIN BEGINS.

SpendBrain™, SIB's AI-powered financial intelligence platform, continuously analyzes expense categories, including property tax, utilities, and vendor payments.

By layering this technology over SIB's hands-on expertise, our clients gain a permanent safeguard against overspend, plus predictive visibility into future cost risk.

What this means for CFOs:

- ⚙️ Automated monitoring flags anomalies and valuation shifts in real time
- 📈 Predictive insights help finance leaders budget and forecast more accurately
- 📊 Portfolio-level intelligence connects tax savings to broader spend optimization strategies

THE CFO TAKEAWAY

With SpendBrain, organizations build a permanent spend advantage by transforming fragmented vendor and invoice data into cost intelligence that drives EBITDA.

Ready to see your hidden savings?

[See what you can save with SpendBrain](#)