

UNIVERSITY RECOVERS \$13 MILLION IN TELECOM & IT BILLING ERRORS WITH SIB



Industry

Higher Education / Private University



Client

A private university with 10,000+ students looking to modernize its network and reduce telecom & IT costs.



Challenge

Legacy telecom inventory gaps and unmanaged billing errors created ongoing overcharges, back bills, and financial risk.



Solution

SIB's telecom experts (via Sage's inFuse audit technology) correlated contracts, invoices, tickets, and service orders to identify errors and optimize the telecom and IT footprint — with SpendBrain™-powered monitoring to sustain results.



Result

\$13 M in recovered savings — including **\$10 M in telecom billing errors**, **\$3 M in IT billing errors**, reduced recurring monthly spend, and offset liabilities through disputes

THE CHALLENGE

The university needed a complete and accurate telecom and IT inventory to support network modernization while reducing costs and preventing service interruptions. Legacy service providers, TEM partners, and internal teams lacked the deep inventory expertise required, resulting in stranded assets continuing to bill, unexpected back bills, and limited financial visibility.

THE APPROACH

SIB (through Sage's inFuse platform) ingested all service provider contracts, invoices, tickets, and orders into a unified audit system for correlation, normalization, and verification. On-site audit templates and strategic telecom footprint auditing enabled the identification of overbillings, stranded assets, and optimization opportunities — creating a foundation for financial assurance and network contract compliance.

“Even with a TEM in place, Sage saved [the University] millions and provided us with complete visibility into our IT infrastructure.”

University CFO

THE RESULTS



\$13M

in recovered savings

- ✓ **10M** in identified telecom billing errors
- ✓ **3M** in identified IT billing errors
- ✓ **6M** net gain by offsetting back-bill liabilities through proactive disputes
- ✓ Monthly provider costs reduced from **\$350K to \$50K**

These outcomes show how precision auditing and contract oversight can transform a complex spend category into a significant strategic savings source.

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](#)