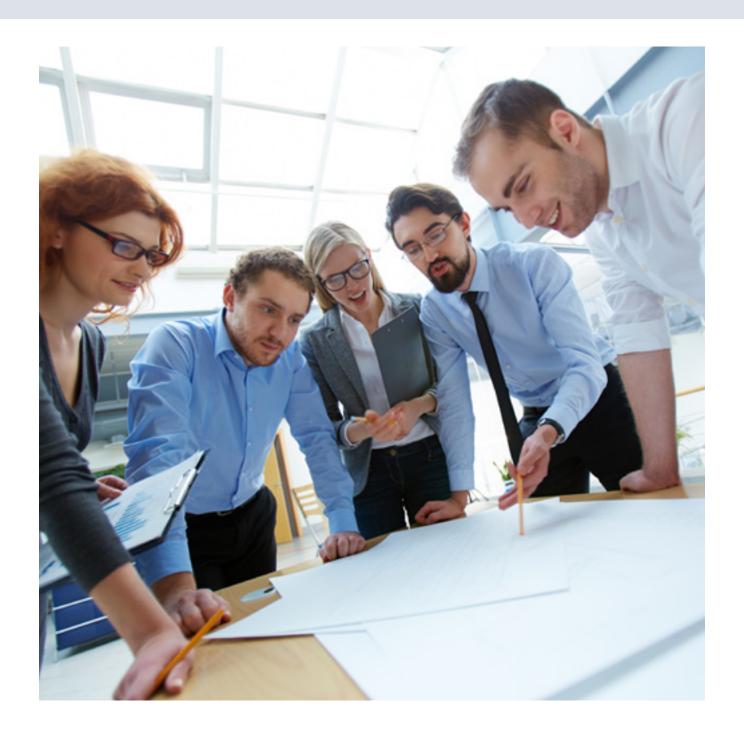# Pro in practice:
Annual savings of SEK 17.2 million

Public Sector is a complex environment that calls for an efficient system to manage and monitor telephony systems. ProOpti has extensive experience of meeting these demanding requirements. This example from the real world is a typical case where a solution from ProOpti helped to make large, measurable improvements.

A typical situation

An organization within the Swedish public sector needed to upgrade its telecommunications. The administration was complex, with an elaborate budgeting process; there was a lot of manual work giving rise to errors and no proper overview of either equipment or lines. This is a common situation in many types of business, not just in the public sector. It was time to get help to streamline the processes. They did their homework thoroughly when they went looking for a new system. The organization's telephony managers had two things at the top of their wish list of things to improve:

- To create a register of telephones and workstation equipment
- To gain control of workstation-related costs

Factor that determined the choice of solution

The search for a solution to meet these needs came up with Pro software. The system matched the requirements specification and was flexible enough to be adapted to future needs. The requests for a hardware register and cost control were satisfied with ease. Ultimately there were three critical factors that determined the final choice:

1. The ability to link different types of workstation equipment to individuals. It is important to have control over all the hardware so the equipment is used efficiently.
2. Automating the administration workflow. The manual work people used to do had to be eliminated to improve quality and minimize sources of error caused by the human factor.
3. The ability to modify ongoing costs after the event. Technology and working methods are changing fast and, by allowing for development, they will be well prepared for the future.

Savings, simpler administration and less errors

Monitoring of telecommunications costs and processes after implementing Pro shows significant savings, improved quality and simplified processing.

The traceability of IT and telephone equipment – right down to the individual level – produced greater cost-awareness. The procedures for changing, installing and cancelling IT and telephone equipment were also modified. The result is that the number of computers is now down to 1.3 per employee, a decrease of 7% worth SEK 13.4 million/year. The number of lines has also dropped by 4% to 1.2 lines per employee, saving around SEK 3.8 million/year. The total savings are estimated at just over SEK 17 million/year.

Monthly statistics are produced after each completed month and distributed to the people responsible, to provide a constant overview of the types of equipment and services that are in operation for the different organization units. The improved data available to the budget owners simplified their budgeting work. A high level of automation also minimized the need to spend time on stock-taking and billing.

The quality level increased across the board. Manual recording of invoices was eliminated entirely. The fact that errors in the input system are detected and dealt with as they arise is another factor in the improvement.

Optimized equipment reduces costs

Cost-awareness among the staff has also meant that unused equipment is cancelled and removed from the system more quickly. This has reduced the total need for licenses in various systems.

You see IT services, clouds, cost and manual work – we see value and increased usage. Use ProOpti to drive business effectiveness and end-user satisfaction through cost management and forecasting, usage insights and service level assurance. ProOpti is a Technology Optimization Management software company that has been on the market for 25 years and was formally known as Teleopti TEM. We hold a global footprint through extensive network of customers and partners, providing services in more than 80 countries. Our customer-driven development has earned us high satisfaction ratings where 9 out of 10 customers would recommend ProOpti's solution. www.proopti.com