



CASE STUDY

How Brightfin
Enables Smooth
Telecom Operations
for Healthcare
Networks



1. Disconnecting Legacy Services with Confidence

Challenge

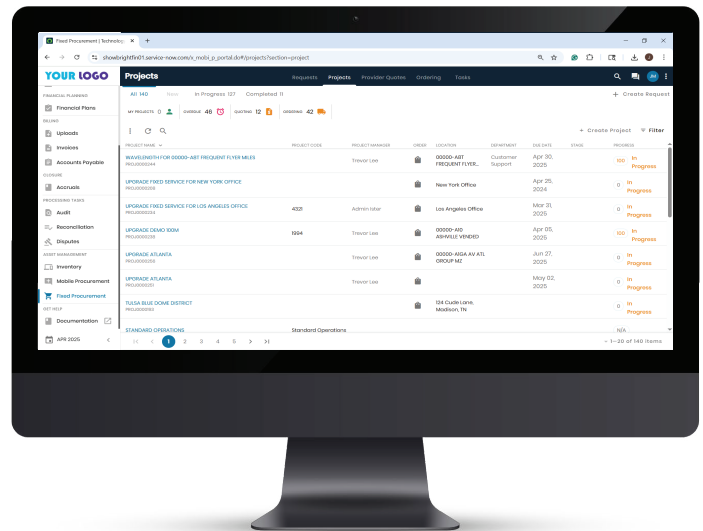
An enterprise healthcare organization had active services with a telecom carrier that needed to be taken offline. However, they lacked clarity on the disconnection process and had no structured way to track or validate service termination.

Actions Taken

- **Brightfin** submitted the disconnect request on the client's behalf through our platform, giving the team full visibility into each stage of the process.
- We identified the proper method of disconnection, submitted the request, and handled all communication with the carrier.
- Our team persisted through multiple follow-ups until the disconnect ticket was verified, including the termination date and any applicable fees.

Results

- Within three weeks, services were successfully removed from invoices, and any disconnect charges were properly credited.
- Circuit inventory was updated with real-time status, and disconnect records were synced across related data.
- The organization has now standardized disconnect requests through **Brightfin** for greater control and visibility.



2. Eliminating Spreadsheet Chaos in Telecom Workflows

Challenge

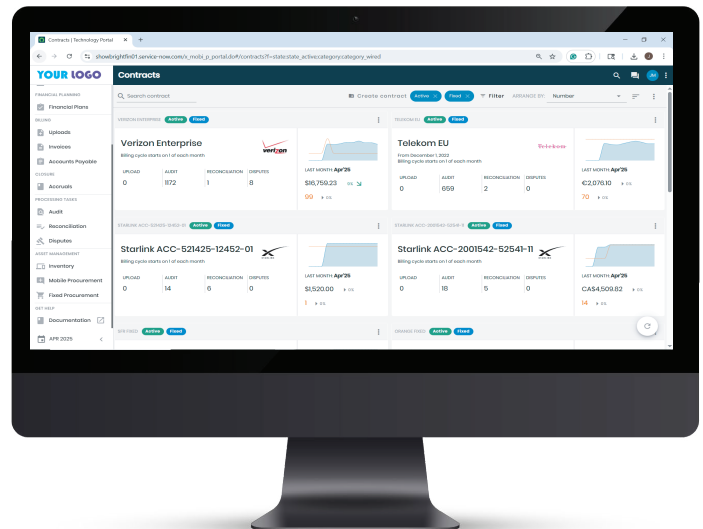
A multinational conglomerate was manually tracking disconnects via shared spreadsheets, leading to frequent email threads, limited visibility, and outdated or missed steps in the process.

Actions Taken

- **Brightfin** collaborated with the customer to document a standardized disconnect process—including service-level timelines and tracking milestones.
- Existing spreadsheet entries were converted into individual incident tickets in our platform to enable better reporting and faster resolution.
- New requests were submitted directly through **Brightfin**, enabling automated status updates and centralized oversight.

Results

- Manual communication was dramatically reduced, along with missed milestones like return equipment tracking or disconnect confirmations.
- The team gained a reliable, repeatable process for managing orders end-to-end.
- Disconnect operations became faster, more consistent, and easier to audit.



3. Optimizing Services Hidden in Contract Complexity

Challenge

One organization had favorable telecom contracts in place—but lacked clarity on how to apply them effectively across their network footprint. As a result, sites were operating with outdated or suboptimal bandwidth levels.

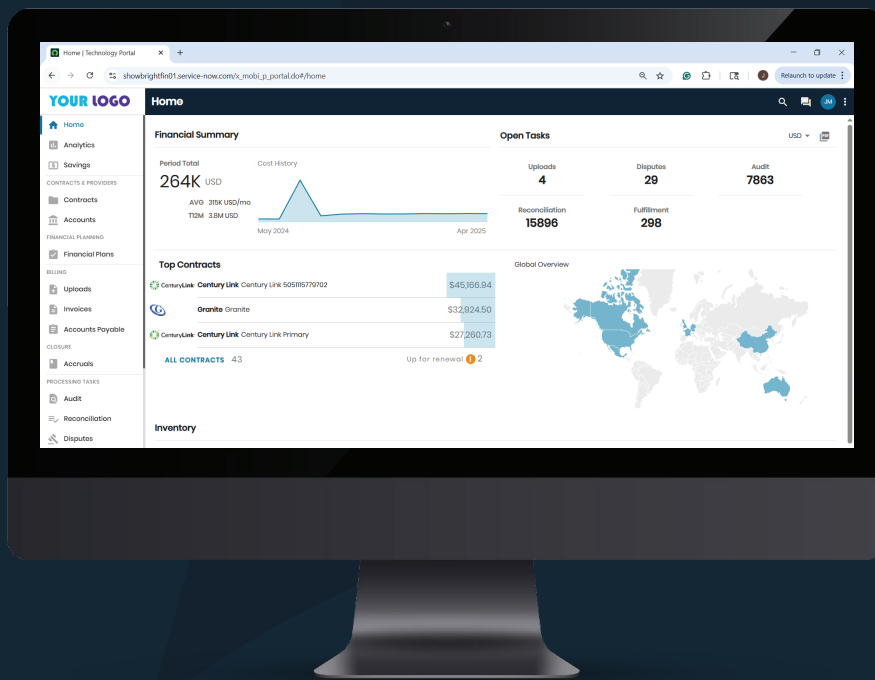
Actions Taken

- **Brightfin** reviewed their telecom contracts and cross-referenced them against actual network utilization and invoiced charges.
- We analyzed bandwidth levels and contract structures at key locations and recommended specific optimizations aligned with available terms.

Results

- The organization significantly improved bandwidth at a critical site—doubling or even tripling capacity.
- Thanks to the way the contract was structured, these upgrades came with **significant monthly savings**.
- **Brightfin's** audit not only improved performance but ensured the organization was maximizing contract value without overspending.





gain asset control,

simplify device procurement &

optimize HAM, SAM, and ITAM



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