Dare to Innovate:

Activate Your Technology Expense Management Program & Deliver New Results
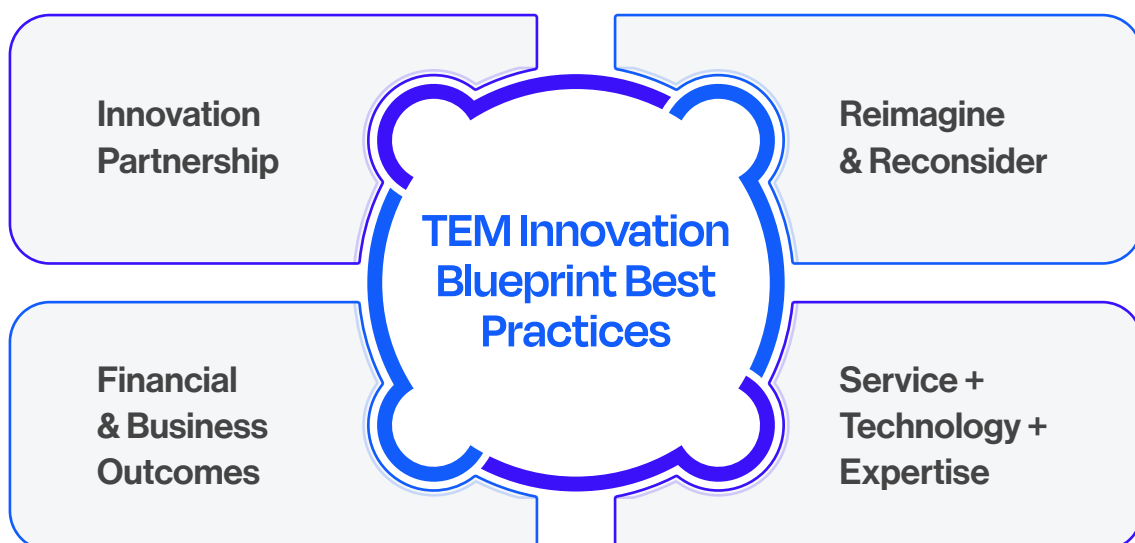
Newness is a defining attribute of innovation, but new does not necessarily mean unfamiliar; it could simply mean different. Innovation occurs when a familiar process, method, or system is reimagined, improving performance and delivering more desirable results. Innovation occurs organically when reactive problem-solving is the catalyst. Strategy-forward innovation, though, relies on a plan built to activate value for multiple stakeholders.

The Innovation Blueprint for Technology Expense Management

Technology expense management (TEM) is familiar. With an eye on providing financial visibility and control, TEM programs rely on people, processes, and purpose-built software to manage technology expenses. The true value of technology visibility and control reaches further than expenses, though, and progressive IT and finance leaders innovate to unlock the full potential of TEM for their business.

Innovation is not just about doing new things; it is also about reimagining how to do current things in a new way.

The TEM innovation blueprint leverages four best practices that work in harmony. Let's examine each best practice and how they accelerate innovation.

Innovation
Partnership

Reimagine
& Reconsider

TEM Innovation
Blueprint Best
Practices

Financial
& Business
Outcomes

Service +
Technology +
Expertise

Innovation Partnership

Partnership is an invaluable innovation asset. Internal partners share requirements, needs, and challenges. They spark ideas, support innovation efforts, and contribute to enacting change.

External partners have the advantage of being uninhibited by familiarity. They ask what and why questions to learn about the environment. They energize innovation by challenging the norm.

Best Practice

➜ *Partner with a TEM provider that possesses a strong innovation culture.*

A partner that specializes in TEM has more to offer than a technology management generalist, such as deep domain expertise and proven experience.

Service + Technology + Expertise

TEM programs rely on people, processes, and purpose-built software; the performance of each component influences the ability to deliver expected TEM program results. Business customers and TEM providers contribute these components in various configurations to deliver a steady-state program. Innovation isn't about steady-state, though, it's about optimizing the program to deliver a new level of performance.

Best Practice

➜ *Partner with a TEM provider that delivers services and technology and possesses the expertise required to deliver peak performance.*

Steady-state is what's now; innovation determines what's next. Innovation guides tactical process automation improving efficiency as well as strategic expansion of TEM to support new technology portfolio stacks such as SaaS and UCaaS. What's next may also include temporary or permanent staff augmentation. A good TEM provider will demonstrate the ability and agility to scale and deliver skilled resources to support evolving customer needs. In any case, a TEM provider with services, technology, and expertise offers significant innovation capital and execution ability that eclipses steady-state.

Best Practice

➜ *Partner with a TEM provider that is committed to helping its customers optimize, evolve, and mature their TEM program.*

Reimagine & Reconsider

Innovation is change, and change can be hard. This does not mean that innovation must be hard. Tactical innovation is reactive and materializes when IT and finance leaders seeking to improve operational efficiency and ROI challenge the norm. A TEM program partner is a valuable innovation ally supporting tactical innovation with deep domain expertise gained through the collective experiences with its customers.

Best Practice

➡ *Partner with a TEM provider that offers service level agreements (SLAs), experience level agreements (XLAs), and performance reporting aligned with your objectives.*

Strategic innovation takes shape when the art of the possible is explored. Evaluating every aspect of your TEM program with the end in mind – creating and delivering new business value and optimizing to achieve current business goals – is the goal. Strategic innovation adds new program capabilities that accelerate digital transformation, inform data-driven business decisions, increase budgeting and forecasting accuracy, and reduce business risk.

Best Practice

➡ *Partner with a TEM provider equipped to support your innovation journey with the joint goal of extending the business value of TEM.*

Tactical and strategic innovation require change and change introduces risk. However, not changing is a far greater risk. Maintaining status quo concedes to stagnation; innovation empowers organizations to realize new and untapped value. Technology and businesses change. TEM programs must evolve and adapt to support these. World-class TEM programs stay one step ahead and innovate to deliver new business value proactively.

Financial & Business Outcomes

TEM programs provide financial visibility and control. Purpose-built TEM software is designed to aggregate information assets, licenses, and services, as well as vendors, contacts, and invoices. When aligned with users, locations, business units, and cost centers, the amalgamation of information can be used to inform a variety of business decisions that produce positive financial results and beneficial business outcomes. Innovation accelerates and extends opportunities to benefit from a TEM program.

The Benefits of Innovation

➔ *Optimized Total Cost of Technology Ownership*
➔ *Accelerated Digital Transformation Projects*
➔ *Quicker Service Delivery Turnaround Time*
➔ *Improved Network Visibility*
➔ *Increased Technology Control .*
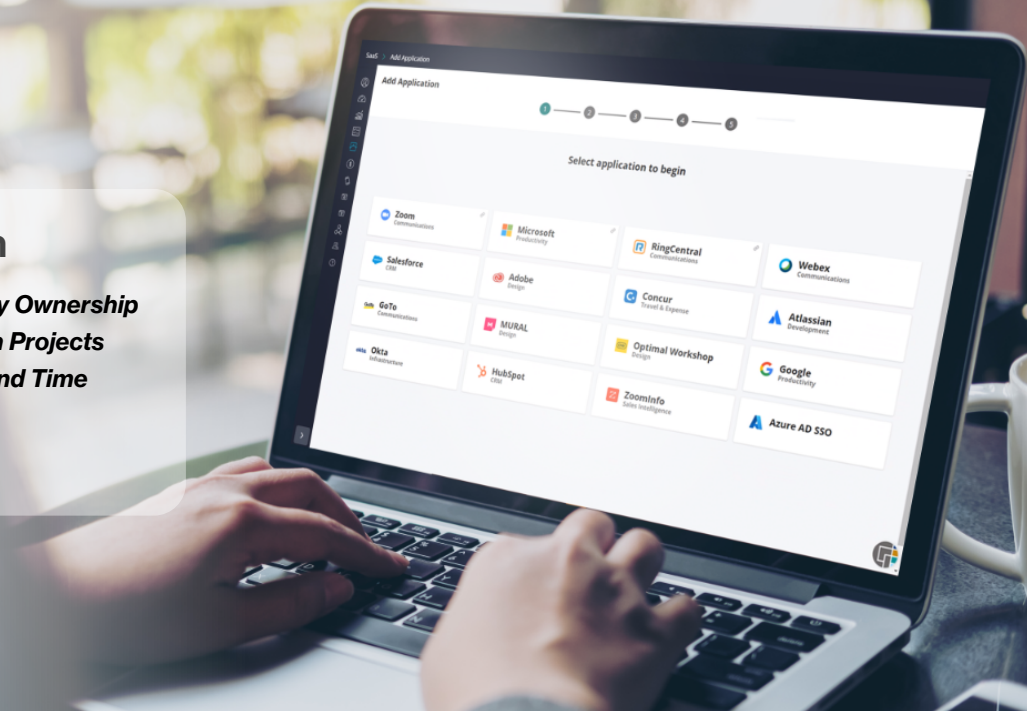
Conclusion

Innovate or die. Peter Drucker said it, but it's not a new concept. Change negates apathy and prevents atrophy. Change is good, and it doesn't have to be hard.

As you evaluate your TEM program, its benefits, and the business value it delivers, remember that there are always opportunities to improve and extend value beyond the current state.

Experts equipped with services and technology, experts who don't settle for what's working now, and experts who look beyond the horizon to define and deliver the next level of business value are the innovation partners you want on your side. They will help you navigate your TEM journey and innovate with you.

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About Calero-MDSL

Calero-MDSL is the leading Technology Expense Management provider, managing over $25 billion in spend worldwide for thousands of organizations in 102 countries. With a deep commitment to innovation and customer success, Calero-MDSL partners with organizations to provide a modernized, centralized technology expense management solution that supports Telecom Expense Management, Managed Mobility Services, and SaaS Subscription Management. Calero-MDSL is the industry leader in initiatives that solve pervasive market problems and continues to be recognized by industry analysts for award-winning achievements. The company is committed to serving customers with innovative solutions that provide visibility, control, and optimization of their entire technology ecosystem.

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