



KIO Networks frees up 30%+ in
hidden spend with RD's ITEM
Platform

Executive Summary

KIO Networks, a leading data center services provider in Latin America with more than 42,000 m² of infrastructure, successfully implemented RD's **HOLO ITEM** platform to optimize the end-to-end management of its IT services. The project covered more than 1,500 mobile telephony services, multiple fixed-line providers, data services from more than 10 providers, and CFE electricity billing, achieving a **35% reduction in mobile telephony spend and managing more than 310 million pesos a year**.

Client	Industry	Project Duration	Solution Implemented
KIO Networks	Data Center Services & Managed Services	3 months	HOLO ITEM IT Expense Management Platform

The Challenge

KIO Networks faced multiple challenges in managing its technology services:

- **Managing multiple providers** of mobile, fixed-line, and data services (18+ providers in total)
- **No complete visibility** into all contracted services
- **Complex electricity billing** for more than 42,000 m² of data center space
- **Need for a complete costing platform** for provider negotiations
- **Valuable engineering time** spent on internal administrative tasks instead of customers
- **Hidden spend of more than 30%** in internal service management

The Solution

The **HOLO ITEM** implementation followed an end-to-end **3-month** process, organized into clearly defined phases:



Phase 1: Discovery and Assessment

An **exhaustive analysis** of existing processes and resources was carried out:

- ✓ Processes for adds, removals, and changes across service types
- ✓ Invoice issue, cutoff, and availability dates on provider portals
- ✓ Usernames and passwords for provider portals
- ✓ Accounting policies and cost center tree
- ✓ Provider contracts and service inventories in Excel
- ✓ Inventory of users, sites, and current business reports
- ✓ Key provider contacts

Phase 2: Implementation

The following key activities were carried out:

- ✓ **Deployment of bots for automatic invoice capture:**
 - Identification of contracts, capacities, costs, and carriers.
- ✓ **Inventory cleanup:**
 - Matching service, user, and site inventories against billed services
 - Report of billed services not in inventory
- ✓ **Initial savings report:**
 - Detection of unused services for cancellation and savings
 - Plan standardization for rate optimization
 - Market rate benchmark
- ✓ **Full configuration of the HOLO ITEM platform:** reports, accounting allocations, contracts, and processes

Phase 3: Go-Live

- ✓ Training for HOLO ITEM administrators
- ✓ Communication and training for end users

Phase 4: Ongoing Operation

- ✓ Recurring invoice capture and processing
- ✓ Continuous auditing of rates and inventories
- ✓ Usage monitoring and automatic alerts (unused services, services with excessive usage)
- ✓ Recurring market rate monitoring for continuous spend optimization

Customer Testimonial



"RD's HOLO ITEM platform has given us complete visibility into all our IT services."

We have cut hidden spend by more than 30% and can now focus on what really matters: our managed services customers. The return on investment has been very fast, and the benefits are clear in every area of management."

IT Management, KIO Networks



Results & Metrics

+30%

Reduction in hidden spend

35%

Reduction in mobile telephony spend

+1,500

Mobile telephony services managed

\$10M MXN

Annual mobile telephony spend managed

\$300M MXN

Annual energy spend managed

18

Providers managed

Qualitative Benefits

- **Complete spend visibility:** A single platform consolidates all data from multiple providers and services
- **Costing platform for negotiations:** Solid data to contract new services or improve rate plans
- **Customer focus:** Engineering time freed up for managed services and end customers
- **Full lifecycle management:** Control over every line and service, from contracting to billing
- **Minimized hidden spend:** Identification and elimination of unnecessary IT management costs
- **Fast return on investment:** The savings generated pay back the investment quickly

Conclusion

The **KIO Networks** case shows how a comprehensive IT expense management platform can transform an organization's operational efficiency. Implementing **HOLO ITEM** not only generated **significant savings of 35%** in mobile telephony and **more than 30%** in hidden spend, but also freed up valuable resources so the IT team could focus on its core business: delivering world-class managed services to its customers.

For companies looking to optimize the management of their IT services, gain complete visibility into spend, and get a fast return on investment, **HOLO ITEM** is the ideal solution. The **KIO Networks** experience shows that smart IT expense management not only reduces costs, but lets organizations focus on what truly creates value: their customers.



HOLO ITEM

HOLO ITEM is a leading IT expense management platform in Latin America, with more than 10 years of experience and **more than 500,000 services managed** every month. Our solution **enables companies to manage** their technology services **globally** and in detail, certify spend performance, create transparency in usage, and keep service and asset inventories up to date.

To learn more about how HOLO ITEM can help your organization

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