EnTele-Manage Telecommunications Expense Management (TEM) Case Studies

The following are examples of how the implementation of an EnTele-Manage TEM/TAM solution can benefit companies in a variety of industries…

Large Manufacturing Company with Multiple Divisions:

The Challenge:
A large Manufacturer with multiple divisions that had been acquired over the years inherited a hodgepodge of systems with no easy way to track down assets scattered across multiple divisions and various global locations, making it virtually impossible to get an accurate inventory of assets.

Results:
With the reporting and data now available with the software, billing errors are identified and resolved more quickly. Disputes that once took a year or more to resolve with the vendors are now corrected in the next billing cycle. The customer has recovered its investment many times over. In addition, process efficiencies have allowed the customer to reduce internal staff allocated to Telecom Cost Management by about half, a recurring savings of $400-600K per year.

Regional Financial Institution with branches in 12 States:

The Challenge:
With an annual telecommunications budget is in excess of $25 million, this client processes nearly 1,000 invoices a month from more than 200 vendors. Invoice processing was labor-intensive and consumed the time of several key telecom professionals each month. Due to the sheer volume of paperwork, the company was challenged to keep up with the invoices and pay them on time. This involved spread sheets, paper vouchers, inter-office routing for approvals and repetitive data entry in various departments. There was a great deal of room for error and no way to accurately verify, optimize and forecast telecom spending in a timely manner.

Results:
The paper-intensive process was converted to a real-time automated system that analyzes every line item in each invoice against vendor contracts, hidden costs, and active inventory, while flagging the exceptions. In the first six months, the client reported one-time savings of more than $400,000 with recurring annual savings of more than $250,000. The software's robust functionality enabled the client to identify exceptions and billing errors so detailed in nature that they were missed during the company's in-house audits. The client has gained control and visibility of their telecom spending and is now able to manage and forecast budgets with greater accuracy. The new streamlined automated process also has improved productivity, providing added savings. The client was able to redirect the efforts of two full-time employees that were previously dedicated to processing invoices. Telecom analysts are now able to focus on specific and actual billing issues instead of processing paperwork. The client reports that job satisfaction has increased and turnover has been reduced.

Large Global Health Care Provider:

The Challenge:
With so many paper invoices to processed manually, they were just being paid as they arrived. There was no analysis, no auditing and no optimization of services. There was no system in place to retain optimization or compare invoices against contracts each month. In short, money was being wasted.

Results:
The client was able to convert all invoice deliver to electronic format into their TEM system. This decreased the resource requirement necessary to process the invoices, eliminated last minute month end "fire-drills," and eliminated late payments. Budgeting and forecasting were improved by having accurate consolidated actual and run rate data. By having easy access to their data, the client was able to increase their negotiating power over contractors and vendors. Most important, savings equated to $750,000 to $1 million a year.

A Division of a Large Service Conglomerate:

The Challenge:
The division was having difficulties keeping track of how its employees were using mobile devices and how much they were spending.   Roughly 5,000 of its US employees have cell phones, handheld wireless devices, pagers and air cards.

Results:
The division has been able to reduce wireless spending by 25%. They have deactivated approximately 500 unused or barely used mobile phones, they now have a near-complete inventory of all its wireless devices, and can continuously analyze wireless device usages to ensure it is always using the most financially advantageous rate plan.

EnTele-Manage... *Implementation Process Flow*

1a From Client
Letter Of Agency (LOA)
Non-Disclosure Agreement (NDA)
Executed Contracts
Pending Change Orders (MAC-D)
Billing CDs and other media
On-Line Billing Information
Paper Invoices

1b EnTelegent
Letter Of Agency (LOA)
Non-Disclosure Agreement (NDA)
Executed Contracts
Customer Service Records (CSRs)
Billing CDs and other media
On-Line Billing Information
Paper Invoices
Site Surveys

3 Initial Database Analysis
Identify anomalies and review with Client
AP=Billing=CSRs=Contracts=Site Survey

Database

2 Initial Database Build

1FBs, T1, MPLS,
Private Line,
Cellular, Internet,
DSL, Cable

Usage – Toll
Free, PRI,
Trunks, Lines,
ISDN

4 Present Findings
Prepare cancellation letters for unnecessary circuits
Document and track credits for incorrect billing/erroneous charges

6 EnTelegent Deliverables
Databases:
Inventory, Invoices, Contracts, Accounts, Vendors, Reporting
Recommendation to consolidate and optimize network

5 Reconciled Database

ENTELEGENT
SOLUTIONS

Moves, Adds, Changes
Accurate reflection of current infrastructure