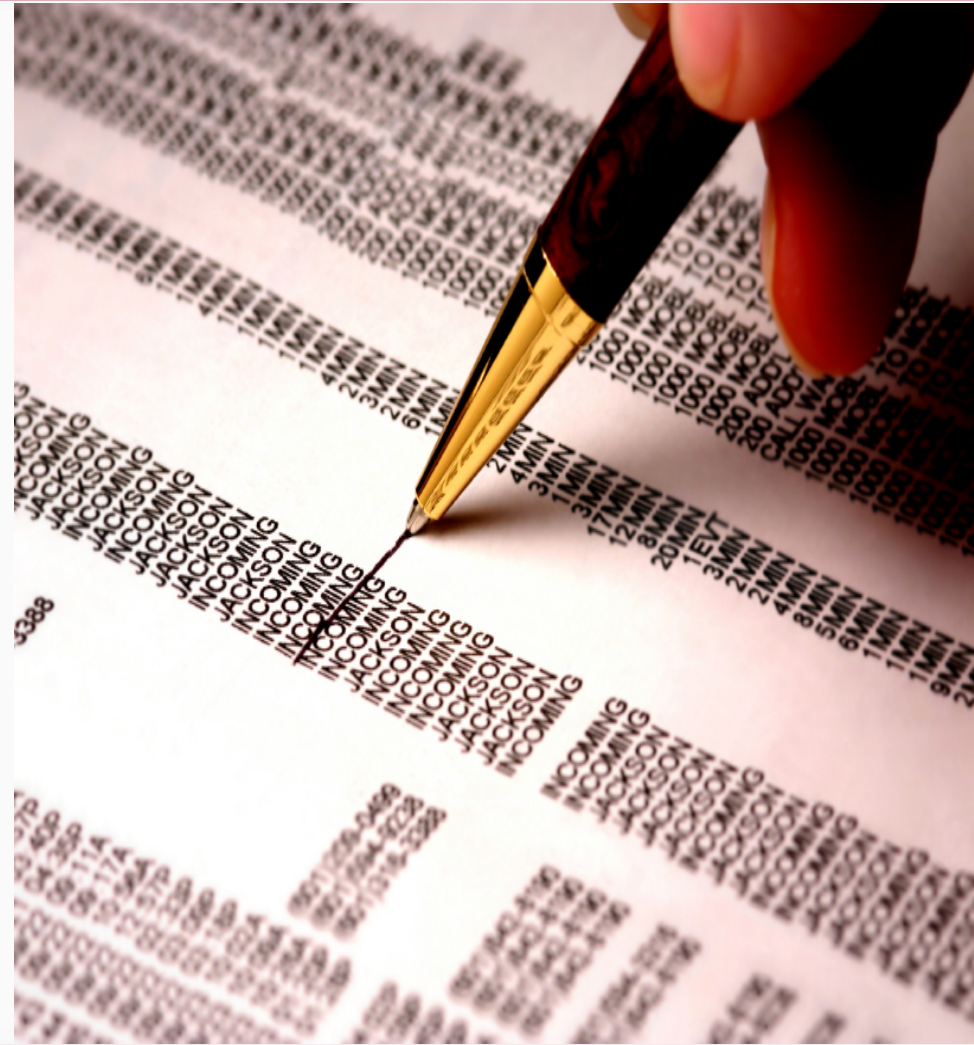


# Telecoms Cost Management:

*Saving your  
organisation  
money*



We do the work so you don't have to !



# Agenda

- The current challenges
- Technological advancements
- Control and accountability



# Research shows:



- 80% of phone bills have errors that are not found or reported \*\*
- Companies waste £100 million per annum on mobiles; 20% of mobile phones are in the hands of former employees \*
- Companies pay for lines that are no longer in use or no longer required \*
- Poor billing costs companies £1 billion per annum \*

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- \*\* Source: Gartner Group
- \* Source: The Communications Management Association annual survey

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# Aberdeen Group research shows:

- 65% of survey respondents incur late payment penalties\*
- Telecom spend is scattered among all cost centres and it is difficult to ascertain which costs are necessary and which may be duplicated or over-priced\*
- Telecoms is a top-three expense for enterprises and wireless spend is a consistently growing aspect of telecoms expenses\*\*
- Best in class organisations were 60% more likely to have reporting and analysis capabilities\*\*
- Organisations using TCM for mobile expenditure saved up to 31%\*\*\*

\* *'Getting Something for Nothing, Total Telecom Cost Management'* August 2008

\*\* *'Slashing Telecom Expense in a Looming Recession'*, May 2008

\*\*\* *'Reducing the cost of freedom: Wireless Expense Management'*, January 2009

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# Our experience has found:



- Many organisations ‘**pay on trend**’ simply because an invoice looks similar to previous statements
- Companies who have paid the amount detailed on a **credit** note
- Examples of invoices being paid twice

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How do you unlock the benefits of mobile working whilst still managing costs and personal usage?



# Technological Advancements : Mobile usage

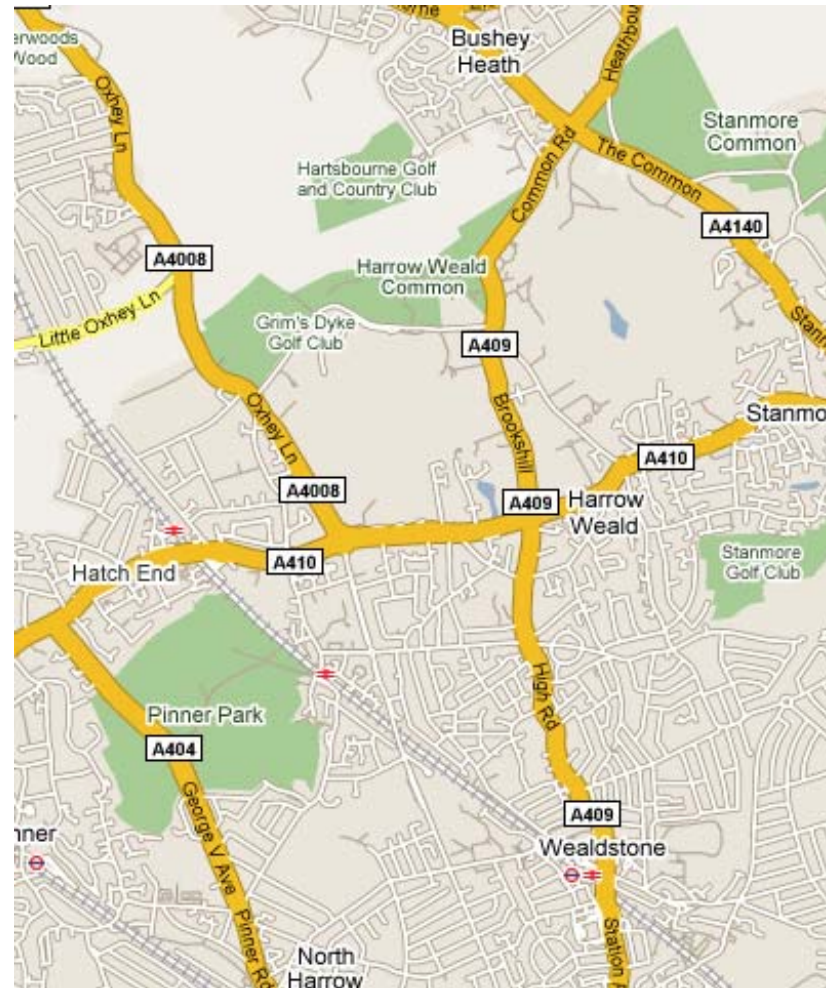


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# Communications on the move



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## Latest Services



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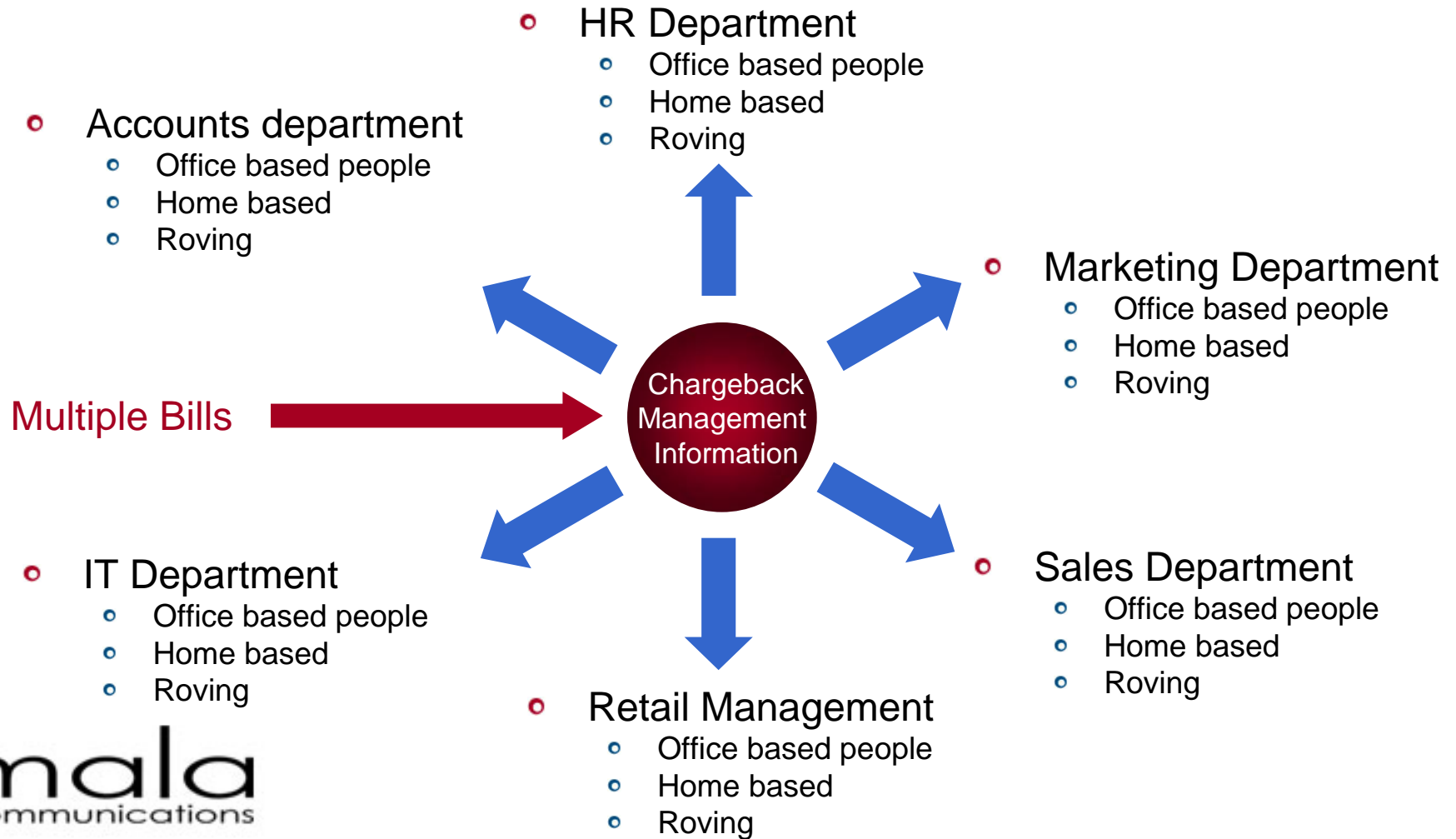
**keeping clients  
in control**

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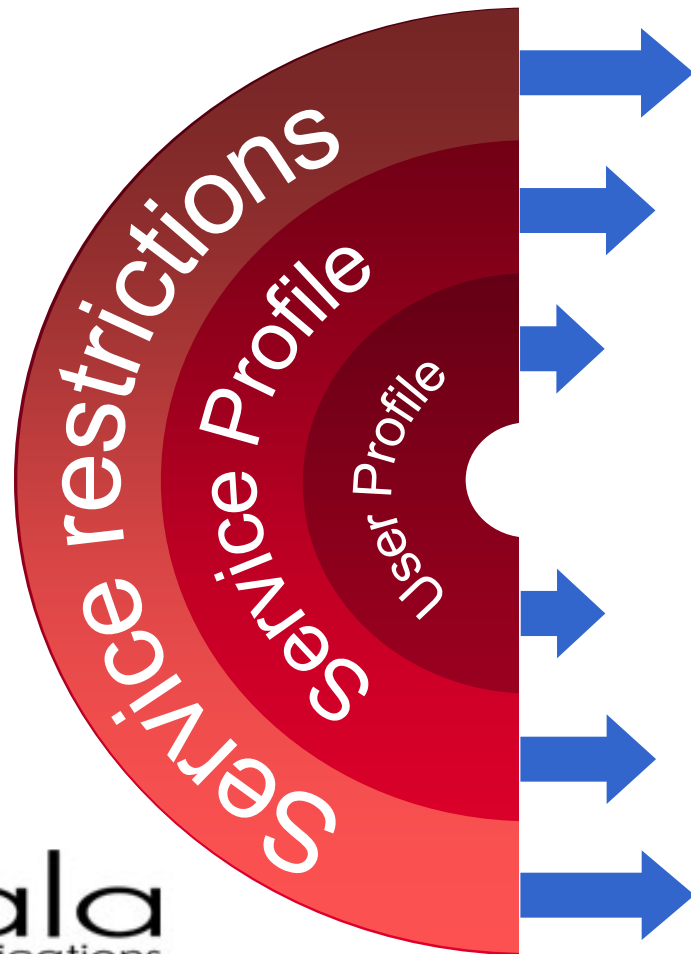
**We do the work so you don't have to !**



# Departmental cost management



# Device management



- Blackberry
- Mobile phone
- Telephone network
- Data Network
- Office phone
- Data Card
- Home Broadband account
- WiFi phone calls
- Phone Card
- Phone calls on expenses
- Home line

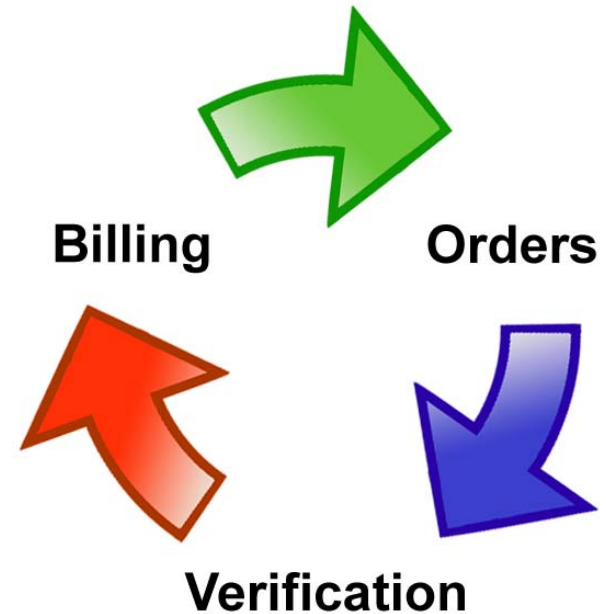
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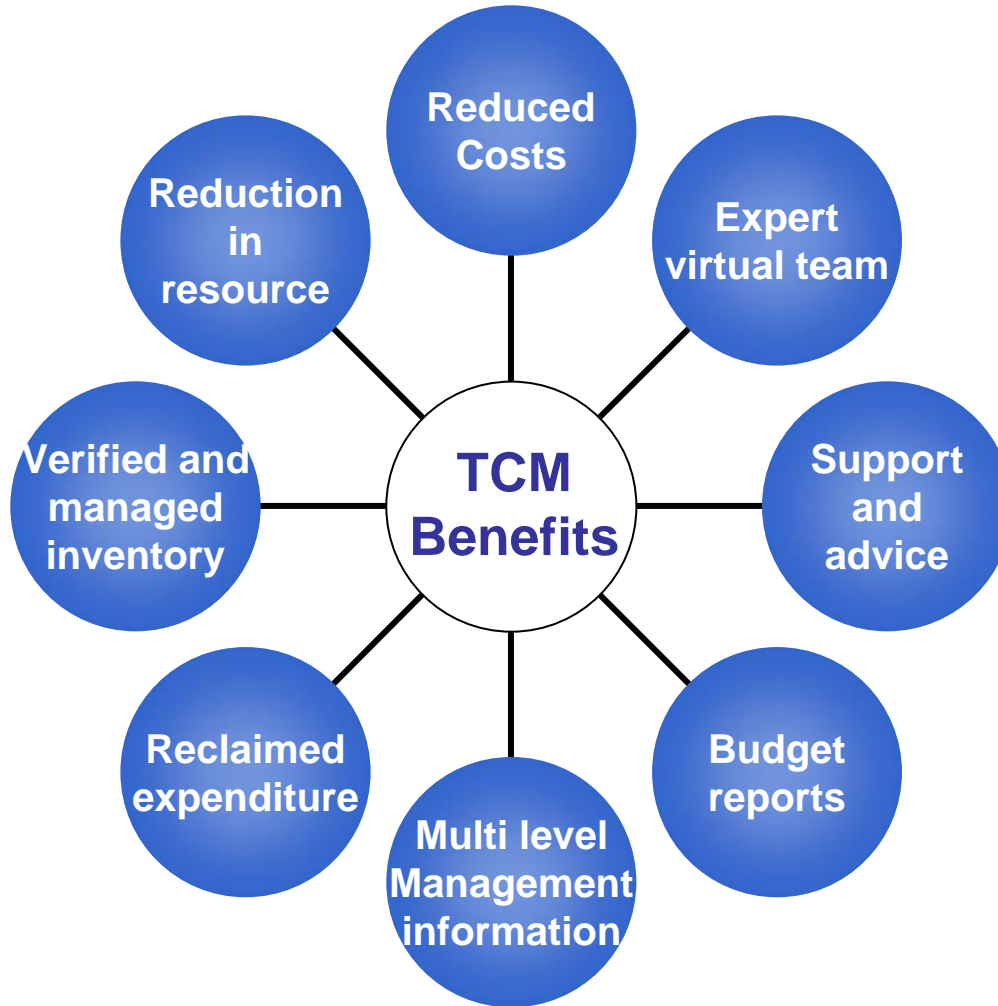


# The Billing Lifecycle

From orders to verification to final bill; the billing process is a continuum that requires monitoring and management to ensure accuracy and appropriateness



# Summary



# Managing costs in the recession.

Save between 5% and  
20% on your telecoms  
spend with TCM and  
take some good news  
back to your  
management team.

