



Telecommunications Expense Management

»»» What is Telecommunications expense management?



VISIBILITY OF YOUR EXPENSES

Telecommunications expense management provides realtime oversight and historical analysis of an organisation's entire telecommunications spend. When applied by the right team of professionals, the potential for real dollar savings and the maximisation of operational efficiencies extends far beyond reactive number crunching – past configurations and technology profiles can be assessed and new, more effective solutions proposed in the light of these data.

Errors in billing can be contested and rectified and new and more effective account structures, behaviour patterns and usage profiles can be created and implemented – none of which is possible without the comprehensive and clear visibility which bill management can provide.



Primary Benefits

CUT COSTS WITH:

- Comprehensive real time and historical visibility of telecommunications spend patterns and usage behaviour
- Smart and streamlined hardware procurement mechanisms designed to increase control and eliminate unwanted redundancy, as well as maximising an organisation's leverage in the marketplace
- Bill validation, elimination of unwanted network redundancies and streamlining of network management processes
- Automatic reporting including, but not limited to: Trend Forecasting, Exception Reports, Invoice Processing and Service Lists
- Liberation of resources from core business irrelevant tasks such as the examination of carrier bills

»»» Issues with Today's Telecommunication Invoices

Managing and maintaining telecommunications services in today's environment of rapid innovations, ICT convergence and rapidly emerging technologies is in itself an intensive and full time endeavour. It is therefore not surprising that large organisations must reluctantly allocate significant levels of resourcing to the problem, just as smaller businesses are left to wonder how they are to dedicate non-existent staff to a non-producing area of activity.

This is particularly disturbing in light of the following facts:

- 85% of all carrier bills contain errors
- 85% of all of these bills, once received, are paid without question
- Errors most frequently constitute a variance of 8-12% in favour of the carrier¹

Very little imagination is required to posit the amount of money that organisations of every size are literally haemorrhaging every period as a result of ineffective or non-existent telecommunications cost management.

In addition to carrier inaccuracies, internal network movements can be rapid and difficult to track. An organisation can have, at any one time, any number of redundant services, all of which generate recurrent monthly expenses with zero offset in utility. Only by means of exhaustive auditing can organisations avoid these expenses in the absence of an ongoing telecommunications expense management strategy.

¹ Gartner Report

A Brief Overview of the SmartBill Solution

SmartBill is Australia's leading telecom expense management provider, possessing a unique arsenal of software tools and a proven track record in providing savings and increasing efficiencies across a whole range of SMB and large enterprise and government organisations.

Using the powerful Smartbill software tools, instant visibility across Voice, Mobile Data and Fixed and Mobile Data is possible, comprehensive oversight and 'drilled down' finer details by cost centre both being available.

Relevant and detailed management level reporting is provided in person by a dedicated consultant. A wide range of reports is available to suit the specific requirements of client organisations – a selected list of more popular report types is provided in a separate section below.

There are key fundamental data, however, that will apply to most or all businesses, regardless of their size or nature:

- **Usage Profile:** Reveals trends and patterns within an organisation's telecommunications usage. Behavioural statistics such as call types, localised heavy usage, daily call distribution and intra account vs external calls, amongst others, are broken down and listed clearly and accurately to provide a platform for the creation of effective and relevant cost minimisation strategies.
- **Inventory Management:** Reveals the extent and effectiveness of an organisation's network infrastructure. Details such as the number of lines, data services, mobile and voice services, and the proportion of active to inactive services become easily apparent.
- **Bill Validation:** This report is essentially an audit of a carrier/service provider's invoice. Inaccurate billing is uncovered, and verification is sought to the effect that negotiated contract rates are being properly applied. Credits are claimed and pursued on the authoritative basis of these findings.

As well as that reporting which is presented to the client organisation at fixed intervals of frequency, automatically generated reporting is available at any time through SmartBill's online portal, to which nominated client representatives are provided with secure logins.

»»» Online Portal



Immediate and full access to data and reporting is available via a custom built online portal accessible through a secure section of the SmartBill website. Client organisations nominate authorised representatives to be issued logins to this portal. Logins may be created with differing levels of access depending on the function and clearance appropriate to each individual user. Some of the key functions available through the online portal are:

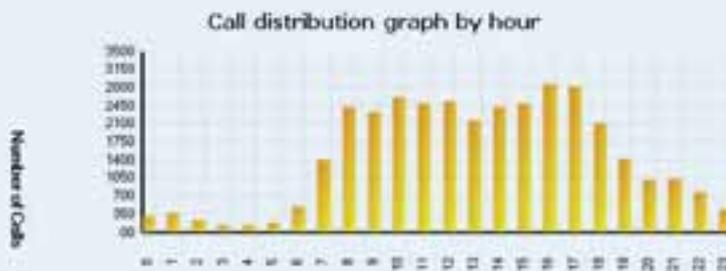
- **Billing information**

All electronic carrier/service provider invoices can be viewed in full. Historical and current data are available, and can be filtered to provide individual invoice summaries or activity specific to a single service number or cost centre.

- **Generate reports**

Reports can be generated at any time and exported in various formats (pdf, excel, html, text)

- **‘Fixed Usage Breakdown’** Lists all usage across every fixed line service owned by the client organisation, including the rental charges and credits.
- **‘Mobile Usage Breakdown’** Lists all usage across every mobile service owned by the client organisation, including rental charges, hardware contract/lease payments and credits.
- **‘Call Distribution’** Provides hourly/daily/monthly call frequency. Clients can observe the frequency and type of calls, which can be helpful in evaluating staff behaviour, salesforce effectiveness and so on.



- **‘Inventory Summary’** Lists the total number of telecommunications systems/services that are currently owned by the client organisation and/or installed in the client’s premises.
- **‘Cost Centre Assets’** Constitutes an asset tracking report, showing the total number of assets allocated to each cost centre along with the IMEI/Serial numbers of each device/asset, its associated service number and nominated user.

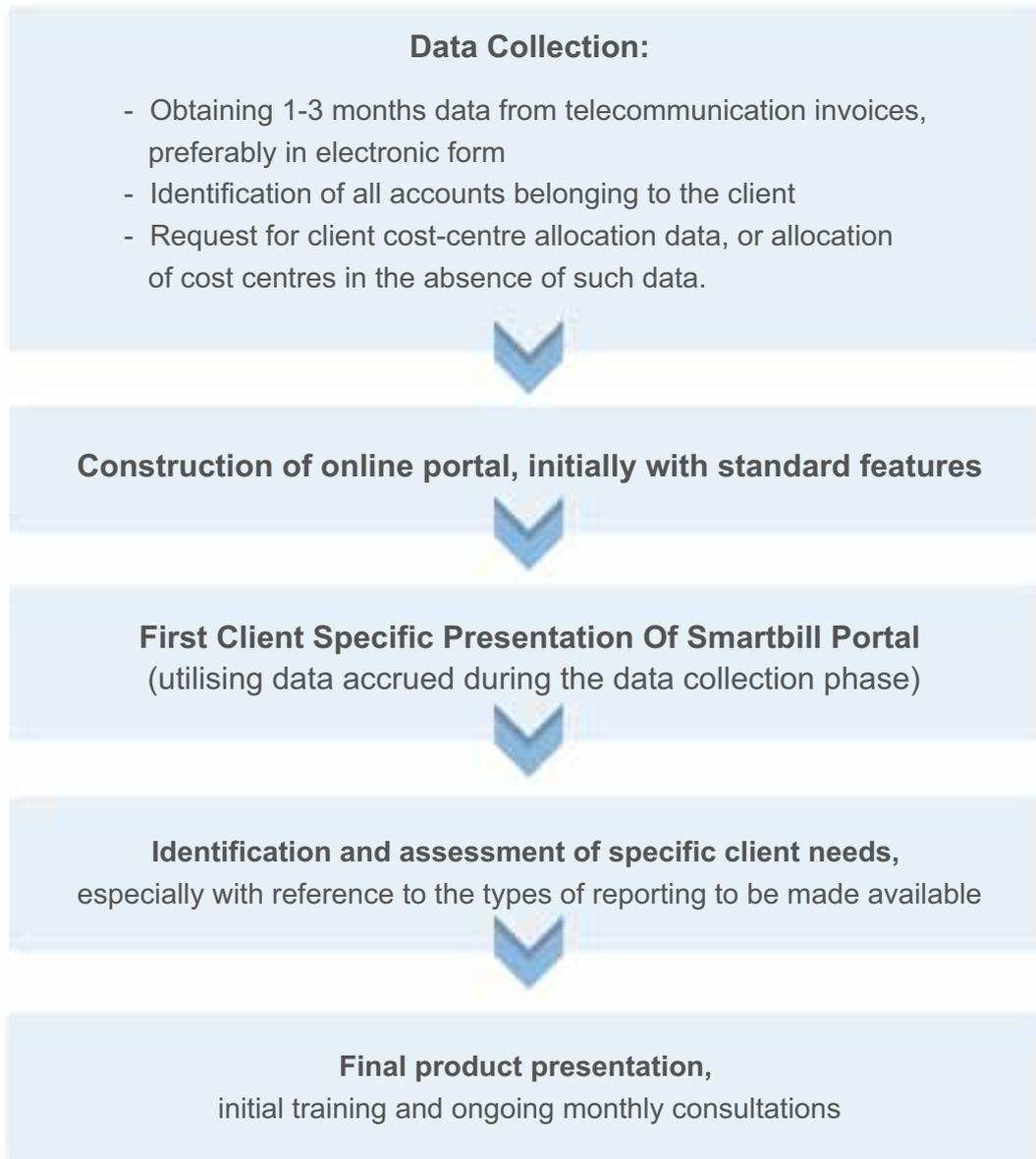


- **‘Redundant Services’** Lists service numbers which register nil usage for extended periods of time, helping to isolate redundant services for elimination.
- **‘Exception Report’** Isolates data of specified value, e.g., highest usage, highest call cost, most frequently dialled, etc. This data can be very useful in highlighting problem user behaviour and in the formulation of a cost minimisation strategy.

Should a client organisation demonstrate a need for a specific kind of reporting, if it does not already exist within SmartBill a new protocol can be established and almost any type of report invented.

➤➤➤ Bill Management Initial Setup Process

Recommending cost cutting technologies





»»» Monthly report and consultation

By using information, trends and analysis, intelligent means of using Innovative Technologies to Reduce Costs can be identified.

These include:

- VOIP solutions: using data networks to cut STD and IDD costs
- Optimising connections to your remote sites, home offices, reducing data rates etc
- Increasing productivity and eliminating downtime by providing instant access to messages anywhere, anytime- unified messaging
- Drastically reducing mobile costs with GSM gateways and similar solutions
- Achieving visibility of all your services and their associated usage behaviour
- Identifying and eliminating unnecessary areas of redundancy and excess
- Centralising and tracking your procurement, increasing both efficiency and real-time visibility
- Optimising patterns of spending by using the most appropriate and efficient emergent tech
- Choosing technology solutions with the best long term survivability and ROI
- Using analytical tools to match your internet service exactly with your internet requirements



»»» Testimonials

SmartBill is a justifiably high profile player in the area of telecommunications management and managed services. Many nationally and globally pre-eminent organisations can be found amongst SmartBill's clientele, including:

-  **SCHENKER**

Smartbill have been managing our telecommunications billing since 2005. Smartbill have provided clarity with the confusion relating to our carrier bills. They have been instrumental in uncovering inaccurate billing, cost centre allocation and providing detailed reporting on a monthly basis. Their friendly team are prompt and reliable with their service. I would recommend Smartbill services to any organisation keen on controlling their telecommunications billing and procurement costs. (Greg Goh, Chief Financial Officer)

-  **NSW Department of Housing**

Smart Bill have been most helpful with both setting up the accounts, hardware orders and troubleshooting. Any queries or problems have been followed through promptly. The changeover from Optus to Telstra has been a huge task made much easier by the excellent service and support provided by your team. (Nick Pierce, Assistant Manager Divisional Resources)



The Wrigley Company

We used to spend a significant amount of time sorting through and extracting data from our telecommunications bills without real benefit or advantage. We were concerned about the amount of time (and money) that was being bled away from the pursuit of our core business, and casting about in vain for a solution that was sophisticated and comprehensive enough to meet our needs. Finding SmartBill revolutionised the management of our telecoms – we now understand what our carriers charge us for and have unprecedented control and visibility of our hardware procurement and telecoms usage behaviour. This has resulted in significant savings in money and in time that we can now re-allocated to our core business (James Turnbull, IT Manager - Pasific Region)



AMFM Constructors

You have rectified many problems to do with our Telstra account, which in summary, has saved us thousands of dollars. We thank you for all that you have done for us and look forward to dealing with you further in the near future.

(Andrew Rac, Assistant Manager Divisional Resources)



Resource/Personnel Details

SmartBill employs staff in Sydney, Australia and in Hangzhou, China. These staff cumulatively represent decades of experience in the areas of telecommunications and telecommunications expense management and managed services.

The modern challenges facing businesses have created a need to manage the usage and costs related to telecommunication usage. A critical part of cost-management is understanding the costs, and telecommunication is no exception.

From a financial perspective, this insight will enable you to identify which costs are needed and which are not. Furthermore, better telecom solutions can be implemented based on your usage profile, resulting in an improvement to your organisation's performance through better technology.

With leading methodologies and processes, current market data, and industry expertise behind it, Bill Management aims to provide you with best telecommunication package that meets your expectations, and more. If your company is serious about producing results, improving efficiency, and reducing costs, then Bill Management will help achieve your goals.

For more information on Telecommunications Expense Management, please contact us today.

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