Anatole

How to obtain visibility, control and savings on telecom expenses

The global leader of transport and logistics increases productivity of its teams and decreases its costs by simplifying operations with our ATEM solution (Anatole Telecom Expense Management).

« The Anatole software and services are both crucial to us for the cost control of our telecom expenses. This tool has very quickly become a key role in our management process due to its benefits »
Samuel Weiss, IT Manager

Key Benefits Summary

- Monthly Telecom management effort reduced from 15 days to 1 day

- 20% reduction in spend, driven by Anatole reporting which enables controls and employee awareness

- 350 monthly invoices have now been consolidated into 2 central invoices using the Anatole TEM platform

- All cost saving opportunities are now leveraged (billing error recovery, zero usage cost elimination, tariff optimisation etc)

- Automatic allocation of lines, services, costs and usage data to the appropriate cost centre, facilitating internal recharge

Company Profile

COUNTRY
Switzerland

INDUSTRY
Transport and logistics

WORKFORCE
3,200

NUMBER OF SITES
70

WEBSITE
www.dhl.ch

TELECOM INVENTORY
1,100 landlines
1,100 mobiles
70 data lines
1,000 M2M lines

Company Requirements

DHL Switzerland was trying to simplify its internal management process for telecom invoices and gain visibility over its their telecom estate and expenses.

Solution

The company installed ATEM to manage the telecom fleet, the automatic import of invoices, the consolidation and the production of reports in order to increase visibility.

People in charge of telecom estates understand the management issues involved. They spend a lot of time trying to resolve issues which could be dedicated to more strategical tasks.

A solution to manage and optimize telecom expenses

Before using the ATEM software (Anatole Telecom Expense Management), the person in charge of managing telecom invoices spent 50% of his time entering the 350 monthly invoices in the accounting system, and compared each line with its user and the cost centre to be charged among the 600 cost centres in DHL.
This manual management could be a source of error in the entry process and did not offer the opportunity to optimize the mobile or fixed line fleets.
With the foreseeable rise of mobile terminal numbers at DHL needing to be addressed, the Managing Team has called on the expertise of Anatole and Tmanco to implement a solution which allows them to manage their telecom estate and optimize their expenses.

« Tmanco, Swiss reseller of Anatole solutions, has supported us in our optimisation process of telecom expenses thanks to their business expertise »
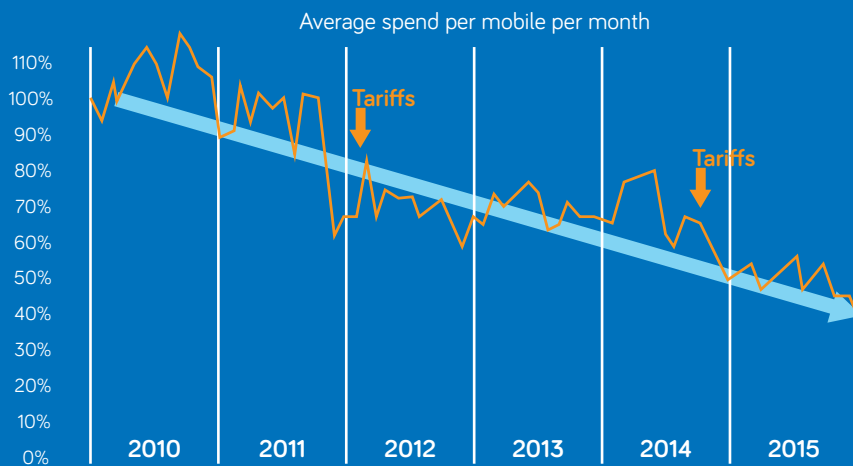**René Engel, Accounting Manager**

Administrative Benefits

Thanks to automatic import of invoices from Swisscom into the ATEM platform, all lines, services, cost and usage data is now automatically allocated to the appropriate cost centre. The 350 invoices received each month could thus have been consolidated in 2 centralised invoices, which simplifies how we work with the operator.

« The improvement of internal processes is an important approach to save money in terms of human resources: before ATEM, managing our telecom estate took up to one person half-time every month, it is now performed in 1 day per month »
René Engel, Accounting Manager

Partner

« The various reports generated by ATEM allow us to save about 20% every month by enabling us to avoid unnecessary expenses. Besides that, we have noticed a significant change in the behaviour of our users, as soon as we started to send out monthly telecom reports to all individuals – they even detect and report billing issues caused by the supplier »
Samuel Weiss, IT Manager

Average spend per mobile per month

Tariffs

Tariffs

110%
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%

2010 2011 2012 2013 2014 2015

**Mobile costs droped by 50%,
half of that thanks to ATEM**

-50%

Improved visibility

With ATEM, DHL Switzerland has a centralised database of their telecom estate as well as their telephone usage and expenses. This database, which is managed as a Business Intelligence tool, generates reports which enable you to make the right decisions any time.

Report Automation

Producing and sending telecom reports within DHL Switzerland has been a very positive initiative.

- The users have appreciated knowing their telecom consumption and have become aware of the financial impact of their usage.
- The managers have been able to view the consumption of their team and determine more easily the telecom cost within their budget.
- The expenses naturally decreased through greater awareness of consumption. The subscriptions and services were adjusted to the use of each employee and any anomalies were identified and addressed. For instance, the lines with zero usage but with monthly recurring charges were cancelled and any billing errors made by the carrier were identified, disputed and recovered.

Automatic internal recharge of costs

Among the benefits of the tool, it is possible to re-invoice the subscription and consumption costs very easily to the various internal business units, thanks to automated cost allocated and reporting. Thus, each business unit manager receives a monthly internal invoice, detailing the direct costs (consumption), the indirect costs (contribution to shared telecom costs such as VoIP infrastructures), and the additional costs (such as the contribution to the use cost of ATEM, distributed among the different cost centres depending on the number of managed lines).

« These reports allow the employees and their managers to be informed of the cost of their line, the associated services as well as their consumption. They can thus verify their own expenses and inform us of possible invoicing errors.
This awareness of costs has had an immediate effect on the change in behaviour of the users and resulted in a decrease of expenses"
René Engel, Accounting Manager