



TELECOM MANAGEMENT COMPETENCE
helping you provide better telecom services

Telecom Expense Management

Organizations can routinely save more than 10% of their annual telecommunication expenses by systematically checking their carrier bills against equipment and services in use.

Best practices include implementing telecom expense management packages

Gartner, 2005



Challenges & Opportunities

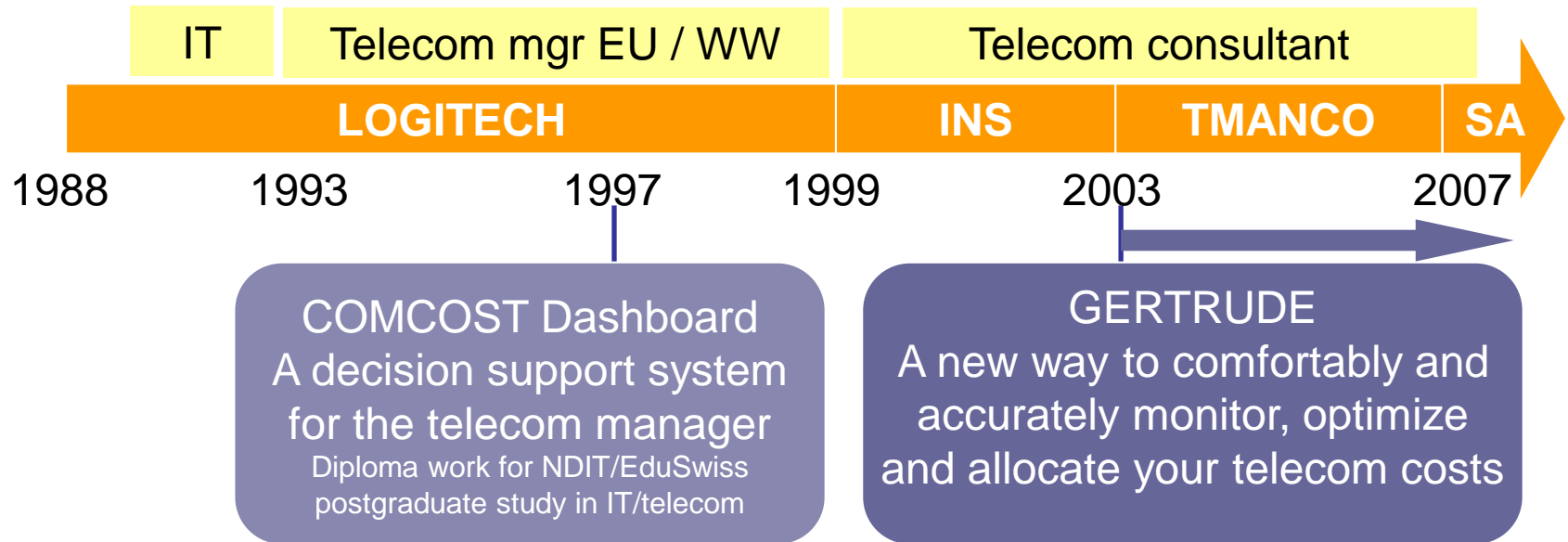
ASUT – Bern - March 28th 2007
Toni.Lazazzera@tmanco.com

TEL +41 91 930 96 63
FAX +41 91 930 96 64
EMAIL INFO@TMANCO.COM

TMANCO SA
P.O. BOX 209
CH - 6807 TAVERNE



Tmanco / Toni Lazazzera experience and competences



- Business efficiency** technical – strategic - financial
- Multi-services** voice - data
- Process oriented** products – people – processes
- Project execution** management – communication – hands-on experience
- Mc-Giver** creativity – pragmatism - flexibility

Independent from any service provider or product manufacturer, our only goal is to help you choose the solution which best serves your organization, our only motivation is your satisfaction



Telecom budgets provide a rich target for savings

The average Fortune 500 Company reports that telecommunications and related network services are a top-line item expenses accounting for 3.6% of their revenue

Aberdeen, 2006

More than 50% of large enterprises don't accurately know how much they are spending on telecom-related services

Aberdeen, 2003

Complex carrier services, contracts, and legacy billing systems produce invoices with historical error rates of 7% to 12% for telecom services

Aberdeen, 2006

Each dollar saved goes directly to the bottom-line. Enterprises can save from 12% to 18% on every dollar brought under management

Aberdeen, 2006

Telecommunications expenditure remains near the top of every CIO's expense list. CIOs are looking for solutions, but few external service providers are equipped to take advantage of this growing market.

Gartner, 2003



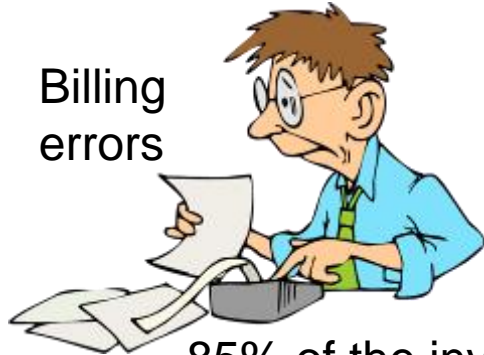
Because of unnecessary costs resulting from issues & inefficiencies



users involvement



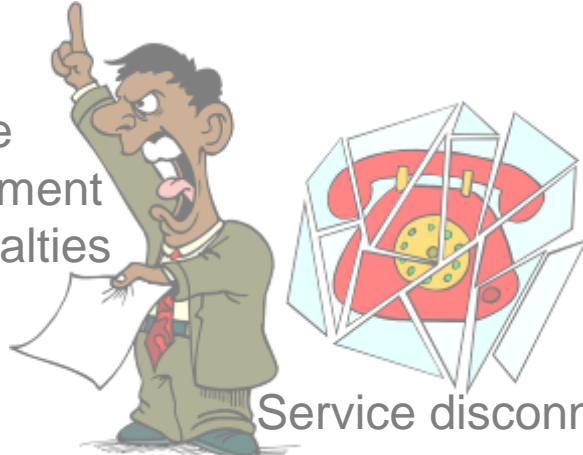
manual processes



Billing errors

85% of the invoices paid without being audited

Late payment penalties



Service disconnect

Not major issues in Switzerland

A rounded rectangular box containing a cartoon of a man in a suit pointing upwards while holding a document. To his right is a broken, crumpled envelope with a red stamp. The text 'Late payment penalties' is to the left, 'Service disconnect' is below the envelope, and 'Not major issues in Switzerland' is at the bottom.

contract negotiation with limited visibility



But the complexity makes it difficult to realize these savings



Multiple services and resources



Inventory hard to track



Hundreds of bills per month

Multiple providers

More bills
More different



Baffling contracts

special conditions & amendments



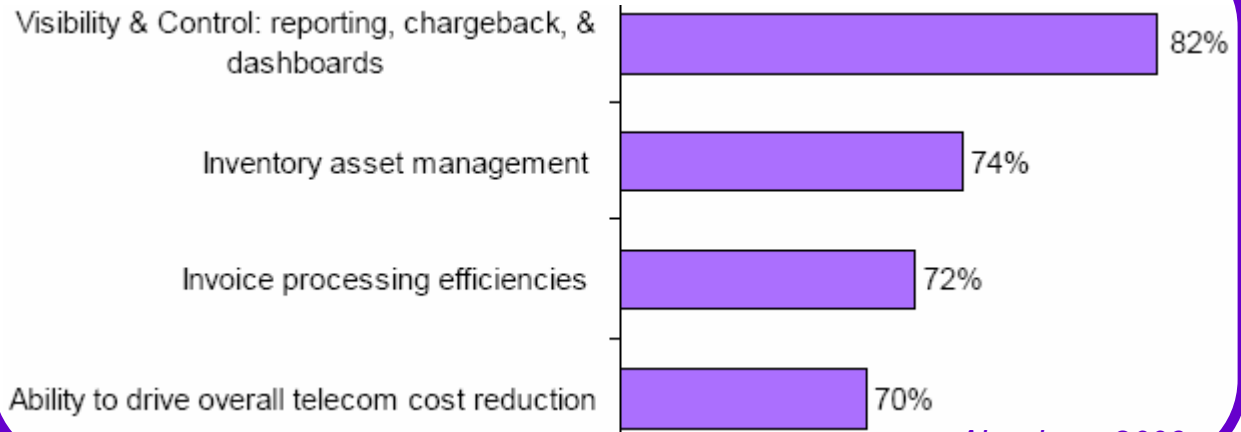
Decentralized billing



This is why TEM solutions have emerged to address these challenges

Telecom expense management is about achieving savings and control of telecom spending by using automated tools and business processes

Top challenges identified in telecom cost management



Aberdeen, 2006

● Gartner has identified the component services of TEM as

- **Sourcing** (what users buy and at what price)
- **Ordering** and provisioning (use of structured workflows and authorizations)
- **Inventory** (scalable, flexible data repository of telecom assets and mobile devices)
- **Usage** (track consumption of telecom assets and allocate them to users)
- **Business intelligence** (generate data that can be acted upon)
- **Invoice management** (receipt of invoices, reconciliation)
- **Dispute** (ensure recovery of credits)



Beyond cost-savings, beyond IT Information is power for everyone

IT manager

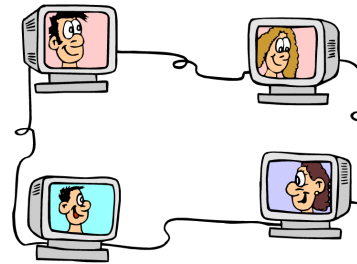
Know the costs, how they are distributed among services, the trend. Identify areas for optimization. Help prepare and control budgets

Telecom manager

Help for dimensioning, identify anomalies. Motivation / justification for upgrades, networking, cancellations

Finance

Verification of invoices, check if legitimate, errors. Finance analytics, cost per dept, business unit, location, etc. Automate internal cost allocation, reduce processing cost and improve reliability



Procurement

Optimize rate plans based on known usage patterns, negotiate where it matters, helps for simulation/evaluation to quantify the bottom-line of new offer

User community / Dept mgr.

Receive detailed report on cost being allocated (eg: cost per mobile, per month). Enables people to play an active role in cost-controlling and reduction



Beyond end-user organisations

Many players can benefit from TEM

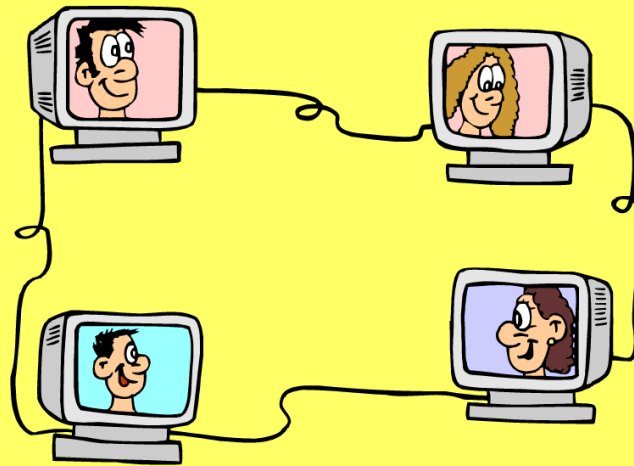
Telecom operators

Provide data, support TEM solution providers. In Switzerland all major players provide detailed bill in electronic form (CDR)

Outsourcing partner

Added value, respond to customer needs, added revenue.

TEM



Consulting companies

More efficient and accurate initiatives using TEM for spot actions or on-going monitoring

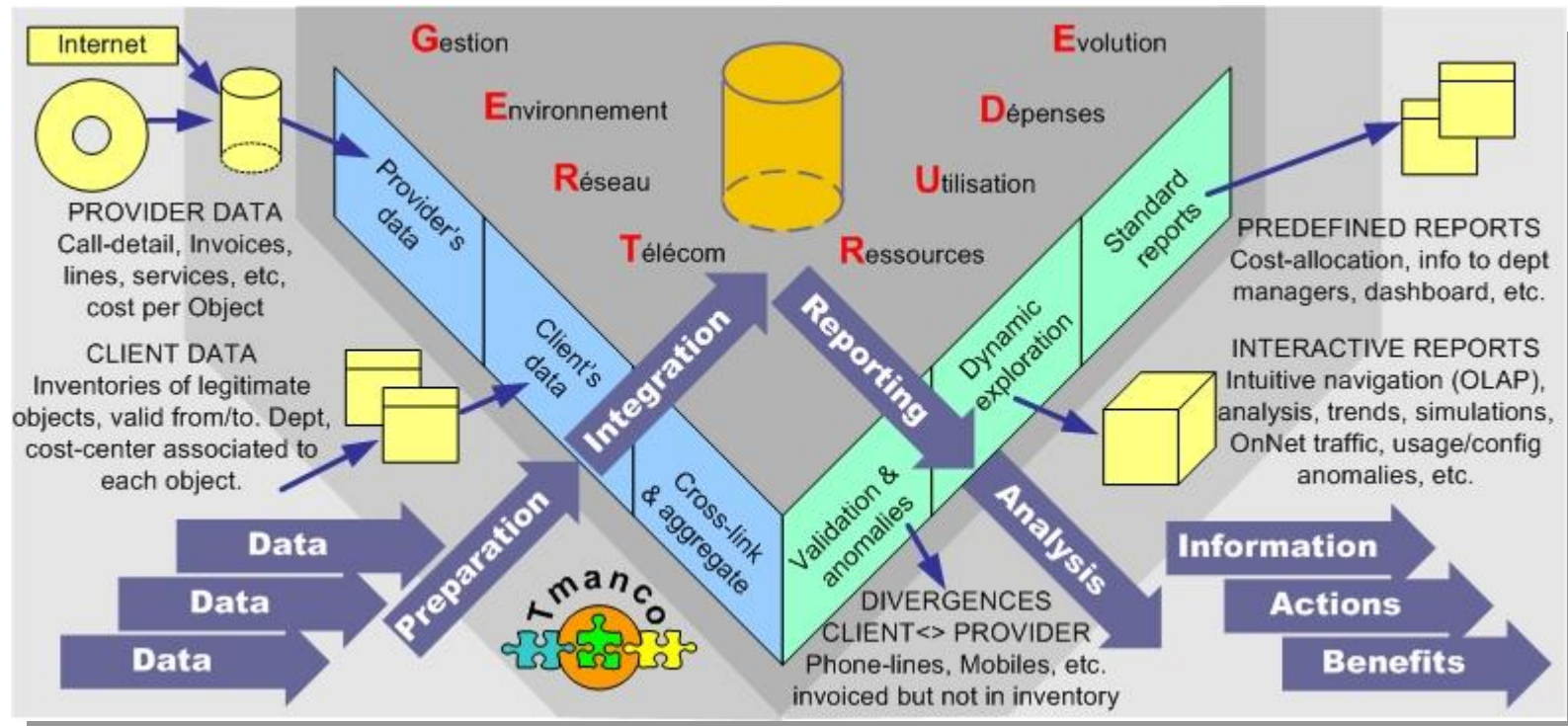
By 2008, 50% of large organizations purchasing telecom expense management solutions will do so from their systems integrators/IT outsourcing partners as an integrated function of standing network and data centre relationships (0.8 probability)



From data to benefits with GERTRUDE, the TEM offering from Tmanco

More than a tool: a process and activities assisted by a tool !

Tmanco can assist you through all phases from data preparation to operations, including interpretation of your reports, recommendations and actions.





A sample report from GERTRUDE

Provider data

CDR,
bill details,
etc.

+ Client data

Example: list of extensions
associated with organisation,
department, service, etc.

NoDeb	ValDeb	Fid1	Fid2	Fid3	Fid4	Fid5
022 3450454	2002-01	Org_X	Dept_1	Serv_A		
022 8500775	2002-01	Org_X	Dept_2	Serv_A		
071 3501115	2002-01	Org_X	Dept_3	Serv_A		
071 3513557	2002-01	Org_X	Dept_4	Serv_A		
071 3525198	2002-01	Org_X	Dept_5	Serv_A		
071 3533201	2002-01	Org_X	Dept_1	Serv_B		
071 3533202	2002-01	Org_X	Dept_2	Serv_B		
071 3533210	2002-01	Org_X	Dept_3	Serv_B		
071 3533211	2002-01	Org_X	Dept_4	Serv_B		
071 3533212	2002-01	Org_X	Dept_5	Serv_B		
071 3533213	2002-01	Org_X	Dept_1	Serv_A		
071 3533214	2002-01	Org_X	Dept_2	Serv_A		
071 3533215	2002-01	Org_X	Dept_3	Serv_A		
071 3533216	2002-01	Org_X	Dept_4	Serv_A		
071 3533217	2002-01	Org_X	Dept_5	Serv_A		
071 3533218	2002-01	Org_X	Dept_1	Serv_B		
071 3533219	2002-01	Org_X	Dept_2	Serv_B		
071 3533220	2002-01	Org_X	Dept_3	Serv_B		
071 3533221	2002-01	Org_X	Dept_4	Serv_B		
071 3533222	2002-01	Org_X	Dept_5	Serv_B		
071 3533223	2002-01	Org_Y	Dept_1	Serv_A		
071 3533224	2002-01	Org_Y	Dept_2	Serv_A		

= Meaningful reports

Mois 2000-08				Data						
Org	Dept	Serv	Source	CHF	NbCalls	Minutes_	MaxCost	MaxDuration	AvgTarif	
Org_X	Dept_2	Serv_A	0713533214	28	125	163	5.10	9	0.172	
			0713533246	17.95	17	54	12.00	22	0.334	
			0713533259	8.54	53	84	0.90	9	0.102	
	Serv_A Total				54.49	195	301	12.00	22	0.181
	Dept_2	Serv_B	0713533219	86.75	135	715	9.80	54	0.121	
			0713533268	77.77	207	599	11.30	64	0.130	
			0713533252	1.7	5	5	1.20	2	0.345	
			0713533202	0.84	4	4	0.30	2	0.198	
	Serv_B Total				167.06	351	1323	11.30	64	0.126
	Dept_2 Total				221.55	546	1624	12.00	64	0.136
Dept_3	Serv_A	0713501115	1044.14	6987	20695	32.20	1440	0.050		
		0713533247	48.4	111	317	3.10	19	0.153		
		0713533262	29.66	38	81	6.00	11	0.365		
		0713533215	10.21	28	51	1.80	14	0.201		
	Serv_A Total				1132.41	7164	21144	32.20	1440	0.054
	Dept_3	Serv_B	0713533270	71.76	201	397	7.10	19	0.181	
			0713533253	10.24	61	71	1.70	10	0.144	
0713533220			6.73	31	60	1.80	8	0.112		
Serv_B Total				88.73	293	528	7.10	19	0.168	
Dept_3 Total				1221.14	7457	21673	32.20	1440	0.056	
Org_X Total				1442.69	8003	23296	32.20	1440	0.062	
Org_Y				357.85	906	1817	9.40	32	0.197	
Grand Total				1800.54	8909	25114	32.20	1440	0.072	



Thanks for your attention



**Man must shape his tools
lest they shape him**

Arthur Miller