



T e l e c o m
m a n a g e m e n t
c o m p e t e n c e

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The decisive move to win...



Corporate telephony costs

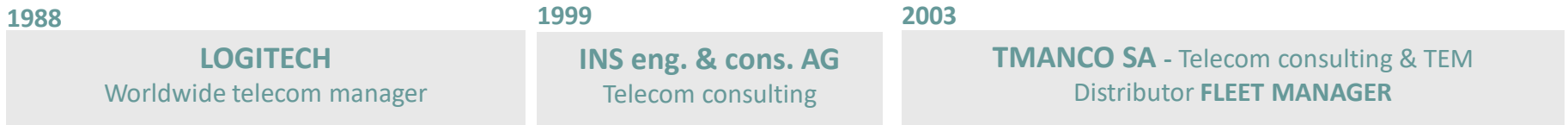
How TEM solutions can reduce them (Telecom Expense Management)

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ASUT Member Appero - Losone 25.08.2010

Tmanco background

→ TEM services



- Consulting** to reduce telecom costs (audit, optimize, RFP, ...)
- Expertise** in telecom management & strategy (VoIP, UCC)
- TEM solution** Anatole Fleet Manager & services (expert partner)
- Coaching** to deploy TEM with success and achieve benefits



High costs

Poor visibility

5...30% of net profit

20...50% savings potential



Why: poor processes

→ over-inflated invoice

I negotiate
YOU order
HE consumes
WE pay
NOBODY controls
EVERBODY wastes



Over **30%** of the invoice

What can we do ?

... first measure, then cut !

Provider

Contract
renegotiate, rfp, outsource

Choices
subscription, mobile options

Product

Routing
mobile calls through office/voip

Technology
VoIP, UCC, click to collaborate

People

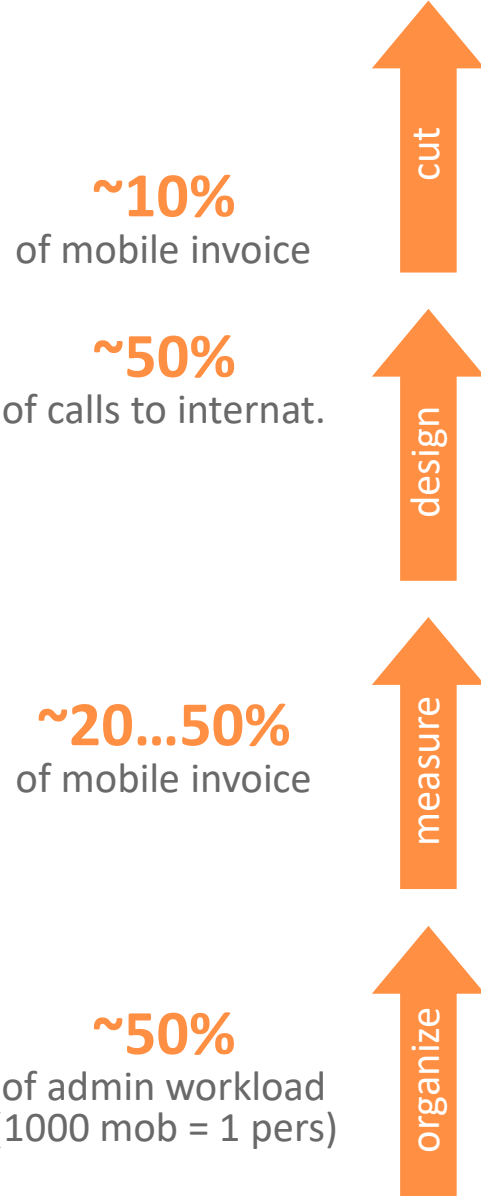
Usage policy
define, monitor, enforce

Transparency
send detailed reports

Process

Accountability
allocate all costs & admin

Administration
reduce hidden costs



Example: optimizing mobile data option

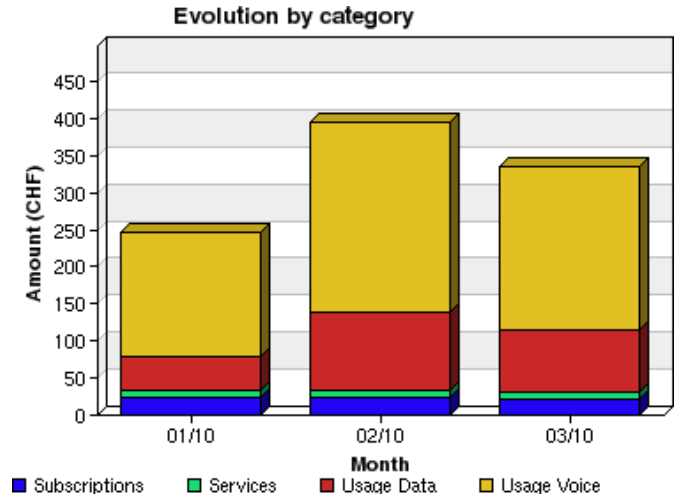
Swisscom lines with option « Data Flat » (49 CHF/month) using less than 250Mb/month since 5 months

Month			06/2010		02/2010	03/2010	04/2010	05/2010	06/2010
User	Option Data Flat	Call #	Options	Usage (data)	Kb	Kb	Kb	Kb	Kb
	Yes		0,00 CHF	0,00 CHF	0	0	69 041	16 664	0
	Yes		45,54 CHF	0,00 CHF	0	0	0	0	0
	Yes		45,54 CHF	0,00 CHF	0	0	0	0	0
	Yes		13,94 CHF	0,00 CHF	0	0	6	0	0
	Yes		45,54 CHF	0,00 CHF	0	0	0	0	0
	Yes		9,29 CHF	0,00 CHF	0	0	0	0	0
	Yes		45,54 CHF	0,00 CHF	0	0	0	0	0
	Yes		95,72 CHF	45,71 CHF	8 430	8 122	7 424	7 359	9 831
	Yes		105,01 CHF	49,93 CHF	77 440	38 118	132 555	7 884	16 403
	Yes		45,54 CHF	0,00 CHF	61 842	153 444	59 180	0	19 867
	Yes		80,85 CHF	31,62 CHF	49 990	8 486	11 190	23 512	21 375
	Yes		41,82 CHF	8,55 CHF	137 023	55 863	90 383	96 588	26 758
	Yes		0,00 CHF	230,30 CHF	37 680	89 340	76 450	77 220	37 740
	Yes		63,19 CHF	2,42 CHF	146 200	74 878	113 632	100 739	53 196
	Yes		52,05 CHF	55,23 CHF	97 040	129 546	75 260	137 635	68 873
	Yes		54,83 CHF	220,01 CHF	0	222 409	83 083	145 978	90 182
	Yes		63,19 CHF	55,47 CHF	105 506	104 410	149 871	93 861	116 170
	Yes		45,54 CHF	328,36 CHF	0	0	0	0	120 600
	Yes		53,90 CHF	529,18 CHF	71 657	71 949	74 688	75 307	125 545
	Yes		64,12 CHF	158,69 CHF	172 697	192 080	193 137	175 523	159 710
	Yes		53,90 CHF	33,68 CHF	194 383	157 327	145 542	114 242	161 713
	Yes		45,54 CHF	437,78 CHF	173 671	246 837	192 188	197 741	182 618
	Yes		63,19 CHF	398,02 CHF	170 072	153 072	194 176	160 963	236 223

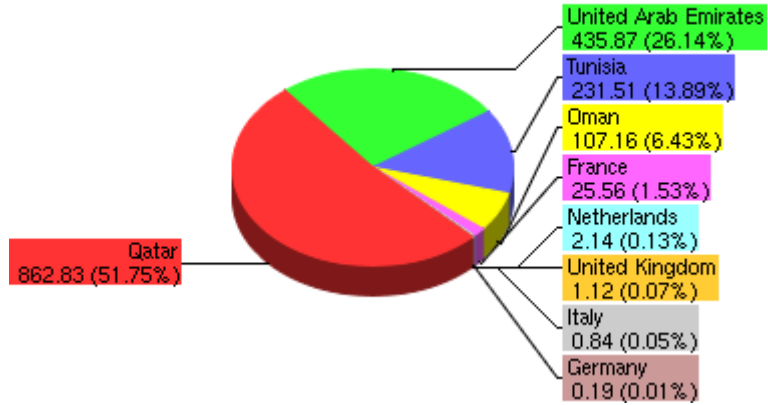
Changing to « Data Business » (10 CHF/month) would save **~10'000 CHF/year**



Example: monthly report to mobile user

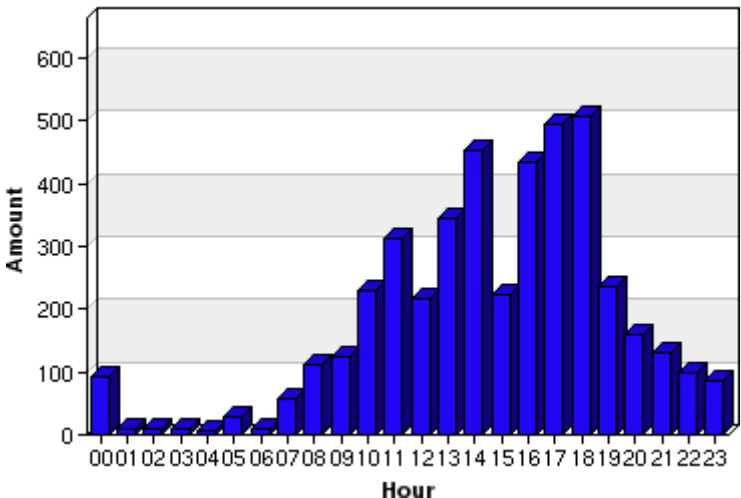


International call destinations



Country/Amount	January 10	February 10	March 10	Total
Qatar	235,22 CHF	440,71 CHF	186,90 CHF	862,83 CHF
United Arab Emirates	188,10 CHF	247,77 CHF	0,00 CHF	435,87 CHF
Tunisia	79,83 CHF	89,87 CHF	61,80 CHF	231,51 CHF
Oman	0,00 CHF	107,16 CHF	0,00 CHF	107,16 CHF
France	12,64 CHF	8,09 CHF	4,83 CHF	25,56 CHF
Netherlands	0,00 CHF	0,00 CHF	2,14 CHF	2,14 CHF
United Kingdom	0,00 CHF	1,12 CHF	0,00 CHF	1,12 CHF
Italy	0,00 CHF	0,84 CHF	0,00 CHF	0,84 CHF
Germany	0,00 CHF	0,00 CHF	0,19 CHF	0,19 CHF
Total	515,80 CHF	895,54 CHF	255,86 CHF	1 667,20 CHF

Distribution by hour of the day (non weekend)



Reports increases cost-awareness & limits non-business costs
 saving: **~20...50%** of mobile invoice



Example: know what you have & save time

Inventory management

User	Centre de cout	Direction	Site	Call #	Oper.	Model	Serial #/IMEI
Francois	69400	Achats	La Defense.	Not defined		APPLE IPHONE 3G 16Go	Not defined
Barbara	69512	Achats	Le Peltier.	Not defined		APPLE IPHONE 3G 16Go	Not defined
Augustin				Not defined		NOKIA 6234	Not defined
Georges	80047	Administra.	La Defense.	04 43 76 46 40	coll	-	-
Benjamin	60106	Financière.	Le Peltier.	06 03 26 05 55	SFR	BLACKBERRY 8707V	4843184512343411
				06 00 37 02 28	SFR	NOKIA E61	4843184512343411
				05 64 37 69 18	SFR	-	-
				Not defined		NOKIA 6234	Not defined

Process automation

Price plan	[Price plan change] [Termination] [Suspension] [Line handover] [Portability]
Operator offer	Temps réel
Price plan	Formule temps réel
Status	Active

Assignment			
Serial #/IMEI	Model	Line	Tasks
-	-	01 02 03 04 05	[Associate with equip.] [Assign]

Consistency checks

Filter	[Export]
Line display	<input checked="" type="radio"/> All <input type="radio"/> Mobiles <input type="radio"/> Fixed-
Call #	<input type="text"/>
Analysis	Evolution
Preset filters	Billed lines
Data	All lines Billed lines Non-billed lines Not assigned billed lines
Month	
No. of months	1 Month

~1 pers. to manage 1000 mobiles
time saving ~50%



Things used to be easy

...but things change !



More technologies
VoIP, UCC

More objectives



Mobile



1 system
1 provider
1 objective

More providers



Data



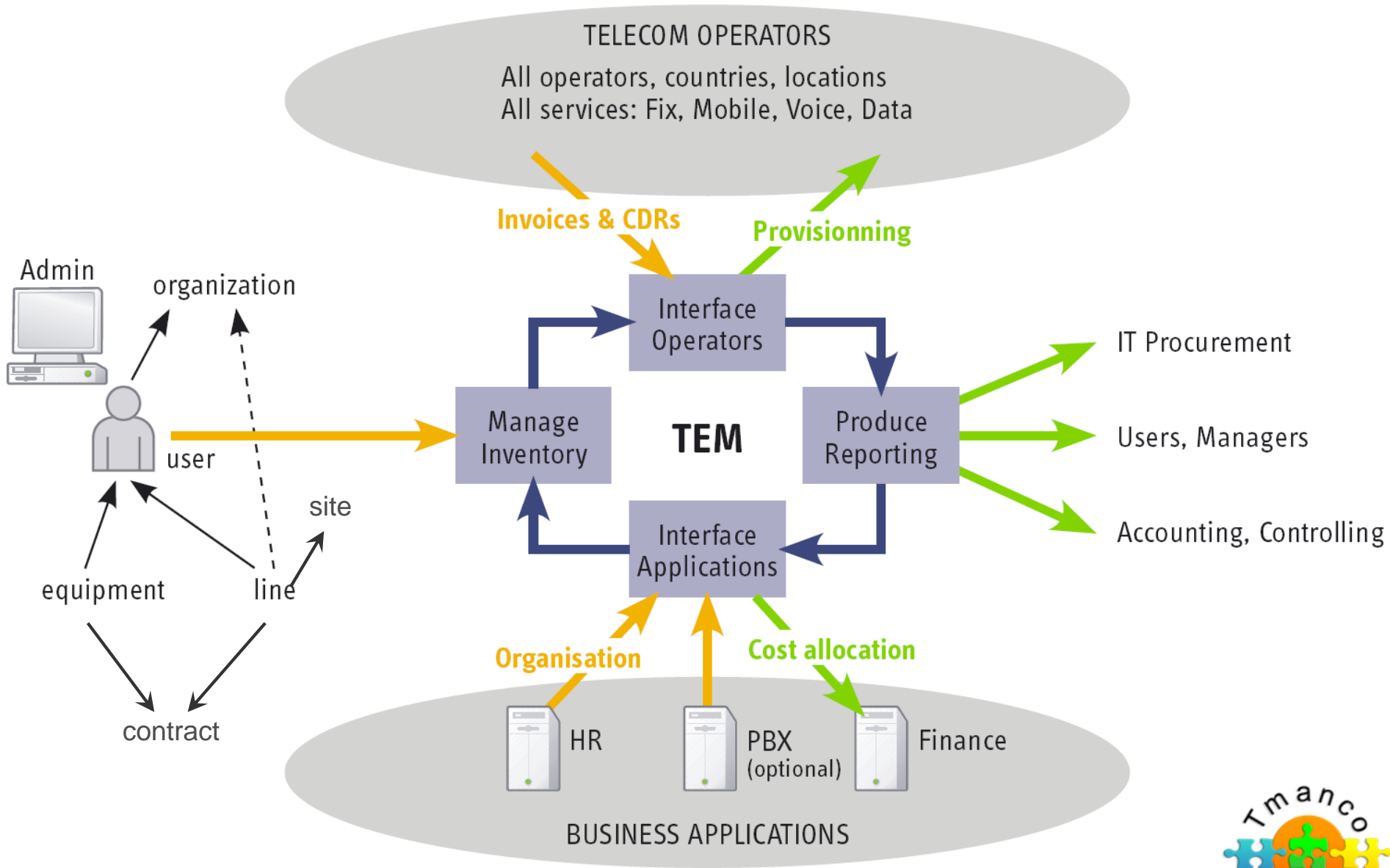
More locations



we must change too



How ? management portal & process automation



TEM embraces all

...and regains control !

Simplify order process

Know what you have

Information is power

check & allocate

make the right choices

cost awareness



Bottom line: TEM is the decisive move to win

Transparency

Complete visibility and transparency over inventories and costs for administrator, managers & users

Control

Common tool & consistent processes for all people involved.
Save time and reduce errors.

Savings

Guaranteed ROI (studies, experience), with savings 3 to 10 times higher than the cost of the TEM service itself



Money

Assets

Time



**When the problem is on the table
the solution is in the pocket**

Idea, picture and text by Toni Lazazzera

