

A Significant Decrease in Telecom Expenses thanks to Anatole TEM™



Genève Aéroport is a dynamic company of 800 employees with €297M turnover in 2010. Genève Aéroport manages the airport site which welcomes close to 12 million passengers a year and includes 150 companies and more than 8,500 jobs. Genève Aéroport provides many services to these companies including telecom services.

www.gva.ch

“Anatole TEM™ allowed us to reduce costs significantly and to establish a telecom policy. Now each employee controls his monthly invoice and informs us of potential billing mistakes. We have enabled what we call “telecom self-management.”

Salvatore Musso, Telecom Manager, Genève Aéroport

THE CHALLENGE

In 2009 Genève Aéroport decided it needed to improve its mobile telecom fleet management. Managing the constant changes in the status of SIM cards and devices using a multitude of databases and excel spreadsheets was too time consuming. Cost allocations for services were difficult. Also, Genève Aéroport users wanted to be informed of their own consumption rather than being informed only in the case of excess use. Finally, auditing of invoices was approximate at best and it was difficult to detect mistakes. Audits of roaming were especially important due to the company's location on the Switzerland –France border.

Genève Aéroport decided to pursue a new solution to better manage telecom services and to control costs.

THE BENEFITS

The monthly distribution of the itemized bills makes employees aware of their consumption. Employees developed a “self-management” practice and now inform their managers of potential mistakes which are reviewed and sent to the carrier. In only three months after enabling the report distribution the mobile spend was reduced by 50% and proved the self-management model. By the end of 2010 Genève Aéroport launched a RFP to carriers for their fixed and mobile telecom services. Anatole TEM™ provided a complete profile of consumption allowing an improved evaluation of the bids, more negotiation leverage and ultimately better financial terms.

Anatole TEM™ provides Genève Aéroport with greater visibility on consumption and telecom assets while reducing costs and management time.

NEXT STEPS

Genève Aéroport plans to integrate Anatole TEM™ with their PABX and the HR database in order to automatically update data, further reducing time and effort of telecom management.

THE SOLUTION

In their search for a solution the Genève Aéroport team developed a set of requirements and considered both internal development of a telecom management tool as well as several alternatives on the market. In June 2009 Genève Aéroport chose the Anatole Telecom Expense Manager™ solution. The choice was based on several key factors with the ease-of-use and the realm of functionality to address all specifications primary to these. Genève Aéroport was also attracted by the automation features via workflow processes and the tool's ability to integrate with applications. Following the three months of deployment Genève Aéroport was able to manage its 300 mobile lines in Anatole TEM™. A telecom policy was established to include:

- ☺ Monthly distribution of itemized invoices to each employee
- ☺ Monthly distribution of select reports to each manager
- ☺ Invoice checking and billing mistakes sent to the carrier

In 2010, based on the positive results achieved with the mobile fleet, Genève Aéroport chose to upgrade and include management of its 2700 fixed lines in Anatole TEM™.

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