

Challenge: A Single, Accurate View of Telecom Assets and Expenses



In the midst of supply chain disruptions, rising OpEx has become a major concern.

As the spotlight on margins intensifies, controlling cost trajectories will continue to take center stage as businesses brace for an expected economic downturn.

To secure functional resilience in the midst of market volatility, a Canadian oil and gas producer recently spearheaded internal strategy changes. A prime focus was identifying the gaps contributing to rising telecom expenses.

However, without an accurate view of telecom assets, cost savings proved elusive. The issue was a lack of financial visibility, precipitated by an unwieldy maze of cost allocations and general ledger ("GL") cost codes.

As time was of the essence, the energy giant looked for a Telecom Expense Management ("TEM") solution that would provide granular visibility into its service inventory and expense workflow.

Ideally, this TEM solution would eliminate complexity, pinpoint the exact factors contributing to rising costs, and identify opportunities for ongoing savings.

Our energy producer managed to meet all of these objectives — and this is the story of how it was done.

How ITAM/TEM IS Reliably Structured for Cost Savings

Daily, businesses rely on an abundance of telecom tools to support internal production goals. However, with work from home ("WFH") and Bring Your Own Device ("BYOD") severely testing corporate tech infrastructures, complications have arisen. Businesses have adapted by applying a patchwork of upgrades to legacy systems. This trend has led to a range of security vulnerabilities and a greater risk of costly billing errors.

To facilitate telecom tech expense tracking, you need granular visibility into both asset and expense data.

IT Asset Management ("ITAM") is the answer — it's the key to effective asset lifecycle management and expense tracking. At its core, ITAM encompasses:

- ▶ ITSM: IT Services Management
- ▶ MEM: Mobile Expense Management
- ▶ UEM: Unified Endpoint Management
- ▶ MDM: Mobile Device Management
- ▶ IoT Mobility: Interconnected devices combined with big data analytics
- ▶ TEM: Telecom Expense Management

As part of ITAM, TEM provides singular visibility into your telecom expenses and how it impacts operational excellence.

\$150,000 in Savings With Just One Audit

To get a handle on its telecom costs, the energy producer we discussed above began with an audit.

Yes, the first step to achieving cost savings is a comprehensive telecoms audit. You can't manage what you don't measure. An effective audit starts with asset identification or ITAM. Your assets may include:

- ▶ Mobility devices like cell phones, laptops, and tablets
- ▶ Switches, circuits, and routers
- ▶ Servers and load balancers
- ▶ Cloud or legacy systems

Often, knowing your current inventory involves far more than having departmental asset location lists on hand. If your business relies on manual inventory records like Excel spreadsheets, historical data may not be readily accessible.

With ITAM, we can look at both real-time and historical data to uncover cost savings opportunities for you.

We identify whether you have the right bandwidth for your switches, routers, and firewalls. Our TEM experts hone in on cloud mobility expenses: Are smartphones configured with international roaming for all employees, thus keeping your MRCs (monthly recurring charges) high? Or, have several employees left your company in the past year but their deactivated mobile devices remain on your enterprise data plan?

Perhaps, you're paying for discontinued legacy services or unused data. The most expensive data is the data you never consume.

Our customers depend on us for streamlined telecom and cloud expense management. We deliver value by providing both cost savings and network optimization, which facilitates sustained cost savings.

We can tell you whether your laptops and servers have updated operating systems and whether your services are billing competitively now. We ensure that you have the right services at the right costs for your current operational needs.

This discovery of assets and services can be automated through APIs. On a practical note, this frees up your IT team for more business-critical tasks.

With one audit, we saved our Canadian energy producer \$150,000 a month on its mobility plan. The company is now spending just \$23,000 to \$24,000 a month in telecom expenses. In all, our energy producer saved \$1.8 million the first year after the audit. These significant savings were realized through in-cycle optimization.



Solution: In-Cycle Optimization and How It Delivers Positive ROI Without Increasing Staff

The Gartner Group forecasts that businesses are set to increase their telecommunications spend by two percent in 2023 to almost \$1.5 trillion dollars. However, more than 80 percent of businesses are overcharged on their telecom bills, which leads to millions of dollars worth of waste annually. In 2021, AT&T actually paid \$1.5 million to settle a lawsuit for overcharging D.C. government agencies for wireless services.

The value of in-cycle optimization is that it allows you to right-size connectivity plans to reduce your telecom costs while still meeting your operational needs.

Does your business support a remote-friendly or WFH culture? If so, do you have the right mobility infrastructure policies and service plans in place? It's well-known that employees who work primarily from home often use less data than field or on-site workers.

Many businesses simply rely on data pools, with a 10-15 percent buffer for data usages. However, the possibility of being in arrears at the end of the month is high.

Meanwhile, IT personnel often have little time (or the tools) to gain visibility into business expenses or perform in-cycle optimization. What in-cycle optimization does is take automatic snapshots of your data use throughout the month. This allows you to calibrate data plans so you don't pay for overages.

With a proprietary TEM solution, you get granular visibility into all your assets, circuits, and services. You'll also get evidence-based insights to make operational decisions that increase both productivity and profitability.

In addition, our proactive audit and network optimization strategy helps you achieve cost

savings now and into the future, securing functional resilience for your organization in light of volatile market shifts. We don't stop with just one audit; our managed TEM solution ensures that the rates, terms, and conditions of your carrier contracts continue to match your business needs. Finally, we provide a centralized, streamlined platform for managing high-invoice volumes and telecom invoice approvals — freeing up your staff for mission-critical tasks that drive business value.

For more information on how much you can save and how you can unlock TEM's superior advantages, contact Intelisys University today.



Sound interesting? Let's talk.

Contact us today to get started!