

TELESOFT RECOVERY AUDIT SERVICES

Vendor Contract Validation, Error Detection and Recovery Services

RECOVER UP TO 15% OF ANNUAL TELECOM SPEND

According to analysts, 85% of telecom invoices have billing errors, costing organizations up to 12% of their telecom spend. But, negotiating refunds for overcharges with telecom vendors is often a long and drawn out process. Telesoft Recovery Audit services provide a complete historical audit of services throughout your enterprise, including all expenses in your voice, data and wireless infrastructure – to recover refunds and credits for your organization.

“Utilizing Telesoft’s Recovery Audit Services, we were able to generate a large refund because we were unaware we were operating in a HUD zone. It allowed us to fund further TEM projects.”

- Large Media Outlet

HOW IT WORKS

Telesoft has performed over 1,000 contingency telecom audits for a variety of Fortune 1000 and government organizations to help them recover an average return equal to 15% of their yearly telecom spend.

1. TARIFF, CONTRACT, AND INVENTORY ANALYSIS - Key areas are examined and validated, including Customer Service Records (CSRs) and local/long distance invoices. All lines and services are confirmed to be both working and necessary.

2. REFUND AND SAVINGS CLAIMS DEVELOPMENT - Erroneous charges are documented and sent to respective carriers in the form of claim requests. These requests include all applicable supporting evidence needed to negotiate and retrieve refunds.

3. VENDOR NEGOTIATIONS - Telesoft negotiates with vendors and service providers to ensure that maximum refunds are received.

4. REFUND RECEIPT - Telesoft schedules regular calls to the carriers expediting refund generation. New CSR's and Invoices are procured to confirm all related billing corrections. You are not billed until the actual refund or credit is received.



NEXT STEPS:



REQUEST DEMO



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KEY BENEFITS

- » Recover Up to 15% of Annual Telecom Spend
- » Drive Down Costs
- » No Upfront Cost

DELIVERY OPTIONS

HOSTED – Control your telecom expenses while we manage the software

LICENSED – Install and manage your Telesoft solution behind your firewall

MANAGED SERVICE – Let Telesoft streamline your business processes

TELESOFT SOLUTIONS

TELESOFT INVOICE MANAGEMENT

Automated invoice processing, validation, and reporting

TELESOFT MOBILITY MANAGEMENT

Automated mobile provisioning, rate plan optimization, and help desk support

TELESOFT CALL ACCOUNTING

Comprehensive usage management and cost allocation

ASSET MANAGEMENT

Streamlined ordering, provisioning, and physical inventory management

TELECOM AUDITS

Vendor contract validation, error detection, and recovery services

ABOUT TELESOFT

Trusted experts in Telecom Expense Management (TEM) software and services for over 25 years, Telesoft reduces fixed and mobile telecom spend to improve your bottom-line.

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REFUNDS PLUS INTEREST

Telesoft provides a historical review of all documentation, including applicable tariffs, contracts, customer service records (CSRs) and invoices. Because telecom vendors are subject to local, state and federal tariff provisions, Telesoft will help you recover refunds along with appropriate interest penalties (which can be as high as 18% per year).

INVENTORY AUDIT AND ANALYSIS

In addition to vendor billing error recovery, Telesoft provides a comprehensive physical inventory of your largest sites and routine status reports outlining claims submitted, their estimated value, actual refunds received, and the related monthly cost reduction.

CONTINGENCY BASED FEE STRUCTURE

Telesoft performs its historical audits on a contingency basis, which allows organizations to manage their telecom expenses with no financial risk or upfront costs. In the rare instance that Telesoft does not find any refunds for your organization, you are left with a complete up-to-date inventory at absolutely no cost.

KEY FEATURES

CUSTOMER SERVICE RECORD (CSR) TARIFF ANALYSIS - Telesoft reviews and validates all Customer Service Record expense categories down to the Universal Service Order Code (USOC) level. Service types reviewed include: line charges, circuit components, mileage rates and distances, PIC codes, taxes, surcharges and FCC line charges.

LOCAL INVOICE TARIFF ANALYSIS - Local invoices are reviewed to validate regional calling plans, service order charges and credits, intra-state toll charges, 800 services, installation charges and improperly PIC'd long distance charges.

LONG DISTANCE TARIFF ANALYSIS - Long Distance invoices are reviewed and validated for all billed components, including toll call rates, long line charges, discount percentages, commitment level thresholds, access fees, bridging / multiplexing arrangements and signaling charges.

INVENTORY ANALYSIS - Past usage details and traffic studies are reviewed against inventory database created from Customer Service Record (CSR) details. Other means, including work order and network diagram analysis and on-site physical examination are used to validate all lines and services.

SURCHARGE AND TAX VALIDATION - All local, state and federal taxes and surcharges are verified and claims for refunds are submitted where errors are detected.