

# STATE GOVERNMENT

State government streamlines workflow and automates complex processes to increase efficiencies, increase visibility, and reduce costs.

## TELECOM ENVIRONMENT

- » **\$20M** in Telecom Expenditure
- » **40,000** Extensions
- » **8** Vendor Feeds
- » **6** Integration Points

*“We recognized our entire ROI before we ever hit production”*

*“As we continued to expand our operating environment and services offered to other state-wide municipalities, it became abundantly clear that we needed to bring all the data into one consolidated area. Telesoft’s solution has given us the **view and visibility** we lacked.”*

## OVERVIEW

The state telecom department acts as the telecom head for state municipalities and is in charge of validating vendor billing. After validating the billing, it is the state’s responsibility to charge those municipalities for the services they consume. As the state began to assume more responsibility for delivering expanded services to state entities, they were unable to use the workflows and manual processes they had in place to supply the demand for telecom services across the state. Managing more than \$20M in telecom expenditure, they needed a way to centralize their data in order to streamline business processes, drastically increase operational efficiencies, and reduce costs.

## CHALLENGES

The state struggled to control costs given manual processes and lack of personnel, and suffered from the following issues:

- » **Lack of Automation:** No process in place to automate invoice management from receipt through payment
- » **Manual Bill Auditing:** No automated mechanism in place to thoroughly audit telecom billing and properly charge state entities for the telecom services consumed.
- » **No Automated Split Billing:** No process in place to properly parse out vendor feeds in order to assign charges to the proper state entities or to retain detailed vendor billing information
- » **Multiple Data Integration Points:** Data collection for customer billing, inventory and invoice processing was housed in 6 disparate systems
- » **No Visibility:** Data assembly was cumbersome for daily, weekly, monthly, and annual reporting tasks

## Telesoft Benefits

- » **Reduce** the cost per invoice
- » **Mitigate** billing errors
- » **Increase** efficiencies
- » **Improve** cost visibility and control
- » **Streamline** work flow and approval processes
- » **Optimize** network traffic
- » **Retain** detailed billing information
- » **Enhance** reporting capabilities from a centralized solution

## TELESOFT SOLUTION

After considering several vendors, the state selected Telesoft to manage their Invoice Management and Call Accounting needs.

### RESULTS

- » Realized **full ROI** from inventory validation and process improvements during the course of implementation
- » Gained the ability to process all data from disparate systems in a **central** solution
- » Leveraged the use of electronic vendor media to **streamline** the receipt, validation, approval, payment and reporting processes
- » Provided an **automated** comparison and validation process of vendor bills vs. customer billing
- » Have the ability to **split invoices across accounting periods** (through automation) to **satisfy** the state's accounting rules.

Provided **network traffic reporting** including latency, jitter, and MOS scores throughout the Cisco Call Manager environment

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### 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. Telesoft automates the telecom expense management lifecycle – from management of telecom invoices, usage, and cost allocation, through provisioning and inventory – to lower telecom expenses and improve efficiencies. Our solutions are used by hundreds of commercial and government organizations including the largest and most complex telecom environments in the world.

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