

FORTUNE 50 HIGH-TECH COMPANY

Centralizes telecom usage and cost allocation worldwide to decrease telecom expenses

TELECOM ENVIRONMENT

- » 20 million call records per month
- » 250,000 active extensions
- » 500 switches
- » 39,000 cost centers

“We believe Telesoft is positioned to meet the growing demands within our organization and quickly responds to our rapidly changing environment.”

“With Telesoft, we produced unique reporting to flag improper conference bridge usage, saving more than \$6M per year.”

“We chose Telesoft because of the people, and their product and dedication to research and development”

OVERVIEW

A Fortune 50 high-tech company needed an effective call accounting solution to track telecom usage and allocate costs for their worldwide telecom services. With telecom volumes exceeding more than 20 million call records monthly, their basic call accounting system required large amounts of costly custom programming and wasn't able to scale as operations expanded worldwide.

CHALLENGES

The call accounting process suffered from the following issues:

- » Labor intensive and manual, requiring multiple personnel to effectively manage usage and cost allocation
- » Could not scale as operations expanded worldwide
- » Custom programming required to deal with increasing call volumes and cost centers
- » No centralized view of usage for fixed and wireless services, equipment, and IP data across multiple locations

These issues resulted in the following problems:

- » Inability to effectively expand telecom service operation worldwide
- » Lack of visibility into high-cost usage
- » Excessive personnel time dedicated to managing telecom usage and cost allocation instead of value added management of telecom expenditure and operational needs

Telesoft Benefits

- » Real-time cost allocation
- » Effective asset management for accurate expense allocations
- » Eliminates data entry errors with LDAP Integration
- » Accurate cost center allocations with Financial system integration
- » Effective overhead expense allocation with user defined criteria
- » Scalable growth platform for ongoing organization needs

TELESOFT SOLUTION

After considering several vendors, the fortune 50 high-tech company selected Telesoft to manage their worldwide call accounting.

RESULTS

- » Produced unique reporting to flag improper conference bridge usage, saving more than \$6M per year.
- » Reallocated FTE's by outsourcing usage and cost allocation management to Telesoft
- » Established globally consistent telecom policies to drive down internal consumption
- » Centralized usage management for fixed and mobile services, equipment, and IP data across worldwide locations

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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