

MAJOR MEDIA ORGANIZATION

Influential financial media organization streamlines quote processes and centralizes communication to increase efficiencies, speed completion times, and reduce costs.

TELECOM ENVIRONMENT

- » 1,052 telecom accounts
- » 23,000-circuit inventory from 180 carriers in over 50 languages
- » \$20M in monthly telecom expenditure

“By centralizing this process we are able to increase efficiencies to a level we didn’t think was possible.”

“We are able to procure new telecom services with fewer headaches and faster install times.”

“The Quote Management feature of the Telesoft Solution allows us to create visibility we never had and realize maximum savings.”

OVERVIEW

A long time customer wanted to be able to centralize their procurement processes by concurrently requesting quotes for telecom services from multiple vendors. Working closely with this major media organization, Telesoft was able to develop a product that allowed them to request multiple bids and obtain the right product at the best price and delivery.

The result of their implementation allows for easier procurement through Telesoft’s centralized solution, increased inventory accuracy, enhanced communication, less time to achieve competitive pricing, and more time to report on savings results.

CHALLENGES

This global organization struggled to track and maintain quotes through manual email processes with multiple vendors from all over the world. This resulted in the following issues:

- » **Inefficient Use of Resources:** With a number of people handling procurement duties for the organization’s telecom accounts across the globe, they were confined in their ability to perform other duties.
- » **Manual Procurement Processes:** Sending numerous quote requests through separate avenues added to the complexity of tracking the procurement status for new or existing products.
- » **Communication Confusion:** Tracking when vendor quotes are due, when they are ready for review, and back-and-forth communication with the vendors was difficult to manage.
- » **Visibility Into Procurement Activities:** Manual tracking through spreadsheets and ad-hoc databases did not allow for visibility across the organization into which quotes were active or closed, and how costs were reduced by going out to bid.

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

Working closely to understand the customer's needs, Telesoft crafted a solution that was fully integrated with their Invoice Management Solution and could be leveraged across their entire customer base.

RESULTS

- » Gained the ability to **manage a large number** of quotes for telecom services, and drastically **reduced the strain** on internal resources by simplifying and consolidating the procurement workflow.
- » Quote information in a central solution now allows users to **easily compare** and contrast rates, delivery timeframes, terms, and conditions, and **make the best decision for the organization**.
- » **Fully integrated** with Telesoft's Invoice Management and Asset Management Solutions to immediately update inventory and **accurately forecast costs**.
- » The ability to compile data in a format that clearly communicates what actions to take allows fewer resources to obtain better services in less time, all while **reducing telecom costs**.

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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