



Telecom & Mobile Expense Management Services

Efftel

Telecom and Mobile Expense Management Service for IT Service Providers

March 2011

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Efftel



Telecom & Mobile Expense Management Services

Efttel provide a full back office Telecom and Mobile Expense Management (TEM / MEM) Service offering the ability to provide an enhanced added value solution-set to further develop long-term in-depth engagements with your clients. Our specialists are fully independent from the Telecom providers for all UK and international telecom suppliers, thus creating trust in the data for you and your client.

With the growth of more ubiquitous devices accessing Internet data services, mobile and data usage costs for individuals conducting global business, accessing these services, are on the rise with a myriad of ever changing roaming tariffs. Whether users of Blackberry's™, iPhones™, Android™ or other Internet enabled devices, untracked costs can increase exponentially. Actual client reports produced by Efttel has shown that some individual users have spent in excess of £2000 on one call and run up roaming costs of circa £5,000+ in a single month.

Efttel's total Telecom and Mobile Expense Management Service provides a full solution-set, which includes:

- A comprehensive, in-depth audit for the landline and mobile landscape
- Procurement support services to renegotiate billing and ensure tariff compliance
- Full **ongoing** mobile inventory management to reduce wastage and unnecessary costs
- Cost centre level reporting and Organisational Structure recording for management reporting purposes

Expense Management



- ✓ Landline (TEM)
- ✓ Mobile (MEM)
- ✓ Monthly reporting & inventory control

Mobile



- ✓ Tariff validation
- ✓ SIM redundancy
- ✓ Pricing analysis
- ✓ Bill audit

Procurement



- ✓ RFP support for purchasing managers
- ✓ Call profiles
- ✓ Price comparisons
- ✓ Benchmarking

Landline

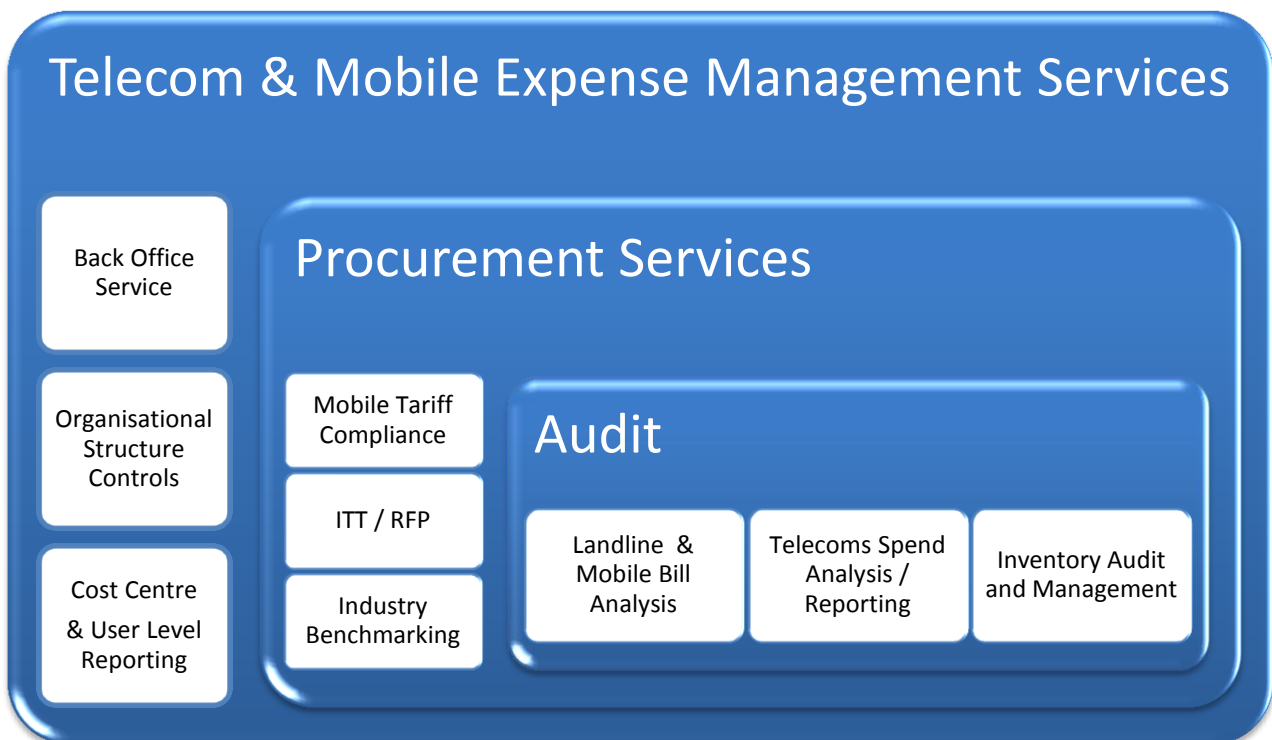


- ✓ Tariff validation
- ✓ Line redundancy
- ✓ Tariff analysis
- ✓ Billing audit



Telecom & Mobile Expense Management Services

Efftel's TEM/MEM expense management service enables a lower cost of sale with complete client management on behalf of the IT Service provider. With access to our low-level whole company data and management information, together with our best practices, it enables the IT Service provider to enhance their service portfolio by adding greater value and more effective support to the end client. For example, by making key process improvements such as business process reengineering, business transformation or business process management services, etc.



The TEM/MEM Expense Management Service can set agreed minimum spend thresholds at any level to avoid surprises later on in the month and aid more effective and transparent budgeting processes. With full inventory management reallocation of unused SIM's, unassigned mobiles to prevent unnecessary costs or fraudulent use and accurate inventory of users helps to identify mobiles that are redundant, under-used or even in use by ex-employees, which typically accounts for one in twenty mobile accounts.

The service also enables full and accurate assignment of costs at cost centre level through monthly inventory management of adds, moves and changes within the mobile user base.

Value Proposition

Provision of a full back office Telecom and Mobile Expense Management (TEM / MEM) Service enabling the ability to create an enhanced joint go-to-market added value service offering to generate long-term in-depth engagements



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Where Does the Telecom and Mobile Expense Management Service Sit Within a Portfolio?

The TEM / MEM expense management services may generate opportunity through many service areas within a portfolio. This diagram provides an example of potential opportunities for an incumbent IT Service provider.

Within each 'Go-To-Market' topic (i.e. IT Consulting & Systems Integration), there are a number of Service offerings, Service Elements and Specific Service Elements (i.e. business alignment of IT) realising new revenue opportunities during the implementation phase of our TEM/MEM expense management service.

Business Solutions		
Customer Relationship Management	Business Intelligence	IT Consulting and Systems Integration
CRM Strategy-, Process- and IT-Consulting	Enterprise Strategy, Planning & Performance Mgmt.	Enterprise Integration
Service- and Maintenance Solutions	Planning, Reporting & Analytics	IT Rationalisation and Transformation
Sales and Marketing Solutions	Enterprise Business Intelligence	IT Consulting
	Master Data Management	BPM & SOA Consulting

Outsourcing			
Transaction Operations Services	Procurement Services	Desktop Services	Network Services
Back Office Transaction Processing	SRM Solutions & Proc. Outsourcing	Managed Mobile Device	Business Service Management (GITV)
Call Centre Transaction Processing	Buyside Marketplace & EDI		Managed Mobile Contracts

In a similar nature to the business solutions go-to-market portfolio model, mapping the TEM/MEM back office service to the outsourcing elements down the service line has the potential to

unlock and generate additional 'stickiness' for the incumbent and added value for your end client and therefore the client, IT Service provider and Efttel, create a win-win-win collaborative scenario.

In addition to our TEM / MEM expense management services, Efttel can also provide your business independent industry benchmarking information on comparative tariffs and analysis that could be utilised as an additional unique service for your ITT's, RFP's, Bids, Account Management and Strategic Sales teams.



Telecom & Mobile Expense Management Services

Efftel is focussed on its core capabilities. Its aim is to work collaboratively in a sell-with model 'as the incumbent' in a joint offering to targeted end clients where this capability can be utilised as a unique service offering to the IT Services end client' to generate new long-term revenue opportunities!

With the slower economy, budgets under threat and clients tightening their IT spend, IT Services organisations continually seek new ways to drive greater value for their clients to ensure reduced operating costs while maintaining essential services and customer satisfaction. This is where Efftel's Telecom and Mobile Expense Management Service can provide the solution to take up that challenge, create and manage that added value service and generate the additional 'stickiness' within managed service and outsourcing clients.

Remember, the benefit of our service is that we acquire that data at a corporate level for the whole company, not just a division, department or business unit. This provides access to valuable low-level data covering every employee, every device and every cost centre so we have a very in-depth (and regularly updated) dataset, which provides a great insight into 'our' clients business.

To help the understanding as to why this service would be of benefit to your clients and your business through new added value services, below are some of the key statistics from Efftel's experience working with other major blue chip organisations.

Key Facts & Figures

Management:

Expense management covers the entire organisation at all levels of management and staff. Each manager can be provided a summarised and/or detailed report for each of his/her staff to enable them to make informed decisions and manage their expense budgets more effectively.

Our research and experience has found:

- Typically, 20%-30% of calls relate to personal usage and can represent up to 30% of the mobile bill equating to costs of between £50 and £90 pa / user
- 1 in 20 company mobile phones are not in use or are used by a former employee
- Around 10% on average of 'zero-use' mobiles can be identified and re-assigned
- Cancelled assets / services continue to be billed unnoticed and charges billed for non-agreed services
- Redundant assets / services continue to be paid and assets / services not billed but reclaimed later



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Finance and Procurement:

The finance and procurement communities are deluged with data from many different sources and the expectation is that not only do they have to be financial wizards in every aspect of finance and procurement methods but also in every telecom and carrier product, service and tariff.

Efftel's experience shows that there is a large gap in the ability to be able to manage this fast moving data, interpret the results as well as provide it to their business unit managers, clients and colleagues. As the data shows below, Efftel has experienced the same issues in many enterprises and has the specialist skills and knowledge to help these teams.

By Efftel managing this service on your behalf, we can control and provide the detailed results enabling trust in the data. Our results are completely independent using our own software to undertake the analysis from the telecom providers enabling clarity and efficiency in data management.

Our research and experience has found:

- 5% of telecoms invoices contain billing and tariff errors
- Businesses can often realise >£100 pa / per user in cost and resource savings through implementing our Mobile Expense Management Service
- Accurate processing of supplier invoice data helps to identify and remove typically 5% supplier billing errors
- A clear understanding of usage and costs helps the business to procure mobile services on enhanced terms at typically up to 30% cost reduction
- With constantly changing tariffs the new agreed tariffs are often delayed or not implemented and therefore the benefit of the cost reduction is not being realised



Efftel's Expense Management Service Reporting

A range of standard Exception & Management Reports covering various aspects of usage with reports emailed directly to agreed management levels of the organisation, or individual user level, can be provided. Bespoke reports can be agreed to focus on combinations of data types covering:

- **Financial:** YTD, financial summaries, trends, cost centre level, etc.
- **Call Management:** itemised calls, exception, tariff related, etc.
- **Inventory:** zero billing SIM's, unallocated, phone type (Blackberry, iPhone), etc.

In addition, we carry out three and six-monthly tariff validation processes to reduce billing errors and overcharging. A tailored traceable monthly report highlighting all issues losses and savings is also made available to senior management (CFO/ FD) for them to be able gain a complete overview and manage the issues making informed decisions against accurate date.

Company : EFFTEL
Report : Highest GPRS Users
Bill Date : December 2010
Call Period : 12/10/2010 To: 30/11/2010

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Cost Centre : WHOLE COMPANY~

Number	User	Count	Cost
07702259407	CURTIS LOVE	36	£115.00
07525691614	ALLEN CRAVEN	63	£105.00
07050722604			
07590406016			
07050722610			
07590406005			
07770747779			
07525691009			
07074775200			
07540919715			
07760640767			
07941244042			
07074577207			
07912667001			
07770694779			

Company : EFFTEL
Report : User Detail For 07912667001
Bill Date : December 2010
Call Period : 12/10/2010 To: 30/11/2010

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Cost Centre : MANAGEMENT

Caller	Call Date	Call Time	Duration	Called Number	Location	Call Cost	
Records =187							
=====							
£179.22							
=====							
07912667001	MARIAN CRANE	31/10/2010	20:56	00:00:00	blackberry.net	GPRS CALLS	£5.00
07912667001	MARIAN CRANE	31/10/2010	20:56	00:00:01	78020003**	ROAMED TEXT MESSAGE (SMS) - ZONE 4	£0.25
07912667001	MARIAN CRANE	01/11/2010	00:28	00:00:00	blackberry.net	GPRS CALLS	£5.00
07912667001	MARIAN CRANE	01/11/2010	07:45	00:00:46	91735311**	ROAMED CALL - ZONE 4 INCOMING CALL	£0.30
07912667001	MARIAN CRANE	01/11/2010	08:21	00:07:37	79315716**	ROAMED CALL - ZONE 4 INCOMING CALL	£2.92
07912667001	MARIAN CRANE	01/11/2010	09:26	00:04:37	79315716**	ROAMED CALL - ZONE 4 INCOMING CALL	£1.77
07912667001	MARIAN CRANE	01/11/2010	09:31	00:01:05	79315716**	ROAMED CALL - ZONE 4 INCOMING CALL	£0.42
07912667001	MARIAN CRANE	01/11/2010	10:21	00:03:41	77952662**	ROAMED CALL - ZONE 4 INCOMING CALL	£1.42
07912667001	MARIAN CRANE	01/11/2010	12:06	00:01:33	20773192**	ROAMED CALL - ZONE 4 INCOMING CALL	£0.60
07912667001	MARIAN CRANE	01/11/2010	12:09	00:00:55	77952662**	ROAMED CALL - ZONE 4 INCOMING CALL	£0.36
07912667001	MARIAN CRANE	01/11/2010	12:59	00:01:32	77952662**	ROAMED CALL - ZONE 4 INCOMING CALL	£0.59
07912667001	MARIAN CRANE	01/11/2010	15:11	00:00:05	77952662**	ROAMED CALL - ZONE 4 INCOMING CALL	£0.04
07912667001	MARIAN CRANE	01/11/2010	15:11	00:00:05	78440360**	VOICEMAIL SERVICE	£0.90
07912667001	MARIAN CRANE	01/11/2010	15:17	00:00:05	77952662**	ROAMED CALL - ZONE 4 INCOMING CALL	£0.04
07912667001	MARIAN CRANE	01/11/2010	15:17	00:00:05	78440360**	VOICEMAIL SERVICE	£0.90
07912667001	MARIAN CRANE	01/11/2010	00:00	00:01:46	20833674**	ROAMED CALL - ZONE 4 INCOMING CALL	£0.75



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Below, is an example of a 'whole company' report in order that you can see at high level, the key data that can be provided in just one of the many detailed reports that underpin this Dashboard report.





Company : EFFTTEL
Report : Dashboard Report
Data From : 12/10/2010 To: 30/11/2010
Billing Date : December 2010

Cost Centre : WHOLE COMPANY~

Summary

Total Expenditure	£15,833
Rental	£5,845
Credits	£-1,315
Calls	£11,304
Total Minutes	41,228
Total Handsets	477

Calls Over £10
£2,947 Calls=146 Users=47

Top 10 Divisional Analysis

(DivisionalSummary.pdf)

Cost Centre	Users	Call Cost	%	Cost/User
SALES	32	£3,620	32	£113
MANAGEMENT	25	£2,946	26	£118
MARKETING	33	£1,923	17	£58
FINANCE	38	£1,143	10	£30
PRODUCTION	275	£569	5	£2
ENGINEERING	37	£564	5	£15
DEVELOPMENT	37	£536	5	£14
Not Recorded		£4	<1	

Monthly Analysis

Spend Profile	Users	Calls	Cost	Minutes
£1-£50	317	30624	£3,237	26,074
£50-£100	24	3582	£1,749	4,512
£100-£200	22	4123	£2,904	4,958
£200-£600	12	3285	£3,414	5,646
£600-£1000	0	0		
£1000+	0	0		

Call Profiler

(Callstats.pdf)

Destination	Cost	Calls	% Cost
Roamed	£5,351	2777	47
Mobile	£3,307	19918	29
International	£921	505	8
Text	£783	11916	7
Premium/Other	£464	658	5
National	£431	4825	4
Data	£51	1167	<1

Top 10 Spenders

(Highestcostusers-whole company.pdf)

Name	Cost Centre	Cost
CLIFFORD GARRETT	SALES	£398
CLAUDE BERGER	SALES	£355
ALICE BLANCHARD	SALES	£331
GEOFFREY REED	SALES	£314
MELINDA WEEKS	SALES	£309
FREDERICK BAKER	SALES	£270
LESLIE WOLF	SALES	£257
KAREN PUCKETT	SALES	£251
KEITH CHANDLER	SALES	£249
ALLEN CRAVEN	SALES	£239

Top 10 Most Expensive Calls

(Mostexpensivecalls-whole company.pdf)

Name	Destination	Cost
GEOFFREY REED	FLAT RATED OUT OF ZON..	£144
ALICE BLANCHARD	ROAMED CALL - ZONE 4 ..	£95
JIMMY GRAVES	ROAMED CALL - ZONE 6 ..	£91
ALICE HALL	INTERNATIONAL CALL - ..	£59
ALICE BLANCHARD	ROAMED CALL - ZONE 4 ..	£58
ALAN O_NEAL	INTERNATIONAL CALL - ..	£44
ALLEN CRAVEN	ROAMED CALL - ZONE 6 ..	£42
JESSICA RICH	FLAT RATED OUT OF ZON..	£42
CLAUDE BERGER	ROAMED CALL - ZONE 4 ..	£41
ALICE HALL	INTERNATIONAL CALL - ..	£41

Progressive Spend

Total	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec 10
												£15,833
12 month total =	£15,833											



Telecom & Mobile Expense Management Services

Summary of Our Benefits

The service enables cost efficiency, accuracy, independent results, added value to your client and a new revenue stream. Not only due to the implementation of this service but the additional business and consulting opportunities unlocked by our specialists, which in today's economic landscape, we are sure, will be appreciated by your client.

Some of the key benefits as to why 'we' should be working collaboratively are:

- We provide a total TEM/MEM Expense Management Service and ongoing support to you and your client
- Unique in-house software tool only used by Efftel's specialists
- We are totally independent of any Telecoms providers to enable trust in the output
- Our target markets are large multinational organisations / enterprises enabling a typical saving of around 20%
- Provision of procurement data to enable effective supplier management or use on ITT/RFP's
- We support UK and international telecom providers
- Industry benchmarking capability and comparison checks to other telecom providers
- Telecoms budgeting information
- We are specialists in voice, data and wireless billing & pricing
- Bill management
- Charge-back or allocating costs to cost centres