



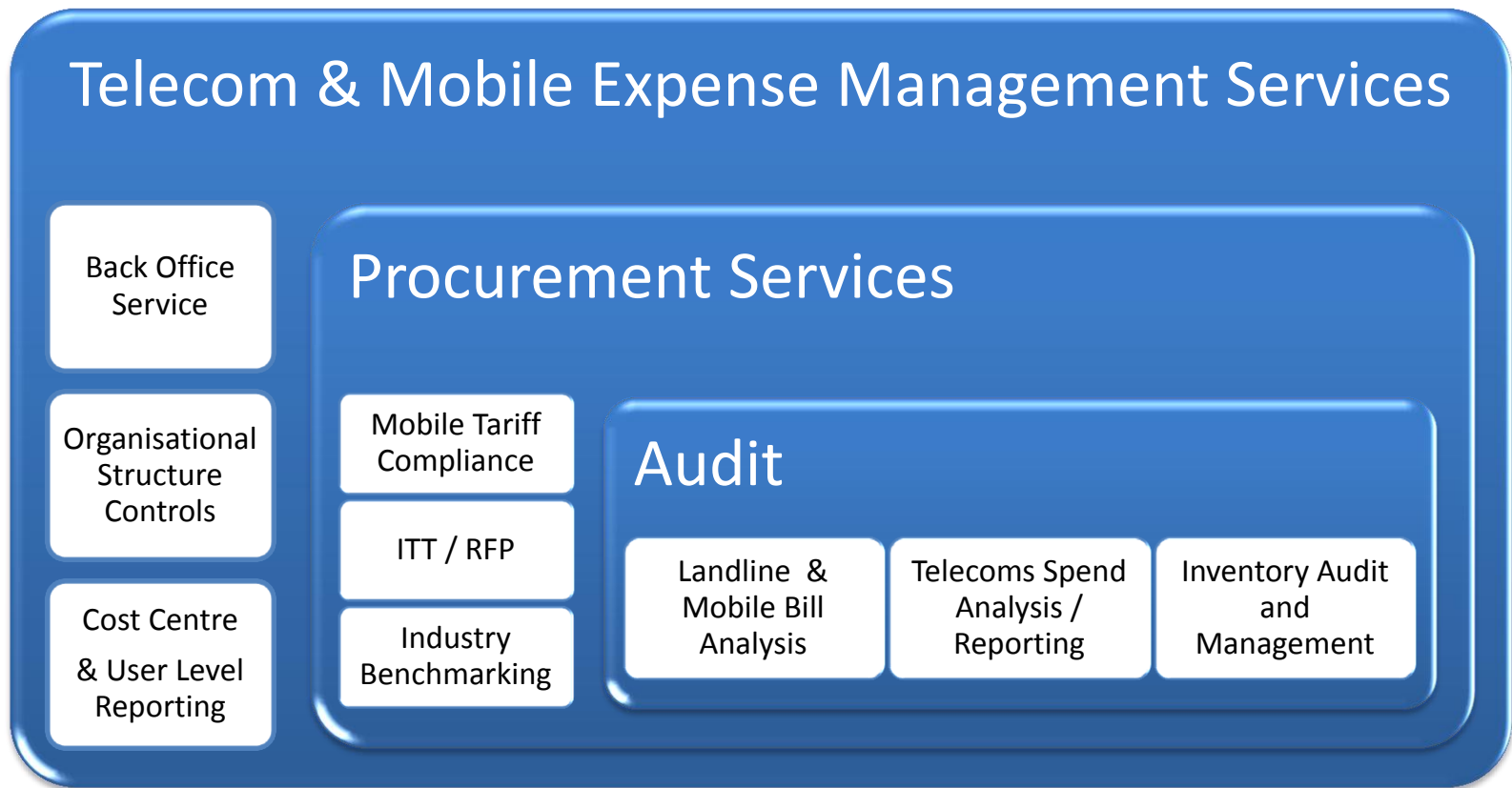
# Efftel

Provision of Specialist Telecom and  
Mobile Expense Management Services  
to Support Managed Services and  
Outsourcing Go-to-Market Portfolios

## About Efftel

- ❑ Specialist provider of Telecoms & Mobile Expense Management services; est. 2001
- ❑ We have proven experience with some of the biggest names in industry
- ❑ We excel in providing first-class services producing measurable results & cost savings
- ❑ We focus on our core skills and capabilities
- ❑ Our team are all experienced telecoms professionals
- ❑ Our added value is provision of in-depth technical / market / industry knowledge on each of our projects and to our partners

# TEM / MEM Service 'Solution' Model





## Business Solutions Portfolio Mapping

**Purpose:** To Generate New Managed Service Opportunities

**Benefits:**

- Expertise in Voice & Data Services
- Industry Benchmarking
- Fixed & Mobile Bill Checking / Audit
- Tariff Compliance
- New Tariff Cost Savings Analysis
- Detailed Savings Reports for Impact Assessment
- Accurate, not forecasted, savings results

Business Solutions						
Customer Relationship Management	Business Intelligence	Enterprise Content Management	Product Lifecycle Management	IT Consulting and Systems Integration	Enterprise Resource Planning	Supply Chain Management
CRM Strategy-, Process- and IT-Consulting	Enterprise Strategy, Planning & Performance Mgmt.	Knowledge-, Content- and Document Management Solutions	Solutions for Product Lifecycle Management	Customer Specific Software Solutions	ERP Upgrade Services	Supply Chain IT-, Strategy and Process Consulting
Service- and Maintenance Solutions	Planning, Reporting & Analytics	Archive Solutions		Enterprise Integration	ERP Implementation and Enhancements <sup>1)</sup>	Supply Chain Planning
Sales and Marketing Solutions	Enterprise Business Intelligence			IT Rationalization and Transformation	ERP Consolidation & Harmonization	Supply Chain Execution
	Master Data Management			Secure ID Solutions and Infrastructures		AutoID / RFID Core Solutions
				IT Consulting		
				BPM & SOA Consulting		

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 Portfolio Mapping

**Purpose:** Generate added value services to improve IT Services portfolio offering

**Benefits:**

- Offer a complete TEM/ MEM back office service
- Cost Centre's Charge Back / Cost Allocation
- Bill Management and [re] Negotiation
- Regular Management Reporting
- Provide MI to Help Manage Budgets
- Remove the Transactional Processes
- Call Tracking & Analysis

Outsourcing						
Application Management	Procurement Services	Data Center Services	Help Desk Services	Desktop Services	Network Services	Broadcast & Media Content Services
Application Management for SAP SW-Solutions	SRM Solutions & Proc. Outsourcing	Managed Server	Global Help for Desktop	Workplace Services	Business Service Management (GITV)	Broadcast Contribution
Managed Application Portfolio	Buyside Marketplace & EDI	Managed Storage	Global Help for Products	Workplace Services based on Vista	Managed Voice Services	Broadcast Distribution
		Managed Mainframes	Global Help for SAP	Managed Mobile Device	Communication Application	
		Transformational Data Center		Application and Desktop Virtualization	WAN / MIP / VPN Services	
<b>Application Operations Services</b>	<b>Internet Services</b>	Managed Hosting			LAN Services	
Application Operation Services designed for SAP Software Solutions	Content Delivery				Remote Access Service	
<b>Transaction Operations Services</b>	Streaming Media				Managed Mobile Contracts	
Back Office Transaction Processing	Web 2.0				Managed Voice Services IP based	
Call Centre Transaction Processing	IPTV				Unified Communications (UCS)	

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

# Example of 'Recoster' Analysis Tool

Report c:\NetworkPrice\Databases\Tarmac\OneBill\TarmacCentral\_f3\_0401.mdb

Filter: Calling [ ] Called [ ] Differences [ ] Total Only [ ] Start report [ ] Stop Report [ ]

Report from: 13/01/2004 Report to: 15/01/2004

BT Premier Value  
 CW BusinessTalk 6000  
 CW BusinessTalk 8000  
 Global Crossing Direct

Notes [ ] Time Of Day Graph [ ] Distribution Graph [ ] Set Up Prices [ ] Print [ ]

Calling No./Line	Date/Period	Time	Duration	Called Number	Exchange Name	Call Cost	BT - CC1.6M	CW BusinessTalk
		Average		Total				
			77 secs.		17.43 hours 810 calls.	£0. £39.63	£39.33 (99% of Orig.)	£21.01 (53% of Orig.)
						Notes		Notes
01777713500	13/01/2004 -D	14:15	00:00:12	01142322067	N Sheffield	£0.028	£0.028	£0.003
01777713500	13/01/2004 -D	14:16	00:01:04	01530230325	N Bagworth	£0.028	£0.028	£0.015
01777713500	13/01/2004 -C	07:43	00:00:25	01949845339	N Bottesford	£0.028	£0.028	£0.003
01777713500	13/01/2004 -D	17:32	00:01:10	01709814665	N Rotherham	£0.030	£0.030	£0.017
01777713500	13/01/2004 -D	16:32	00:01:50	01142244487	N Sheffield	£0.048	£0.047	£0.027
01777713500	13/01/2004 -D	16:29	00:01:30	01709819359	N Rotherham	£0.039	£0.039	£0.022
01777713500	13/01/2004 -D	16:26	00:01:01	01159665288	N Nottingham	£0.028	£0.028	£0.015
01777713500	13/01/2004 -D	15:50	00:00:47	01773530674	N Langley Mill	£0.028	£0.028	£0.011
01777713500	13/01/2004 -D	15:35	00:01:06	01778342100	N Mrkt Deeping	£0.029	£0.028	£0.016
01777713500	13/01/2004 -D	15:30	00:04:20	01246476677	N Chesterfield	£0.114	£0.112	£0.063
01777713500	13/01/2004 -D	14:54	00:00:30	01335344000	N Ashbourne	£0.028	£0.028	£0.007
01777713500	13/01/2004 -D	14:50	00:00:26	01400273700	N Loveden	£0.028	£0.028	£0.006
01777713500	13/01/2004 -D	08:12	00:00:24	01709819359	N Rotherham	£0.028	£0.028	£0.006

Alternative supplier analysis

Compliance check

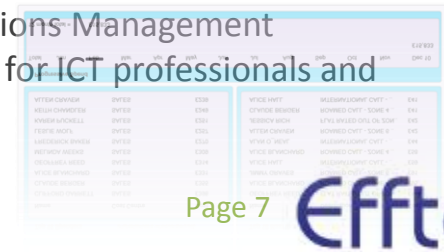
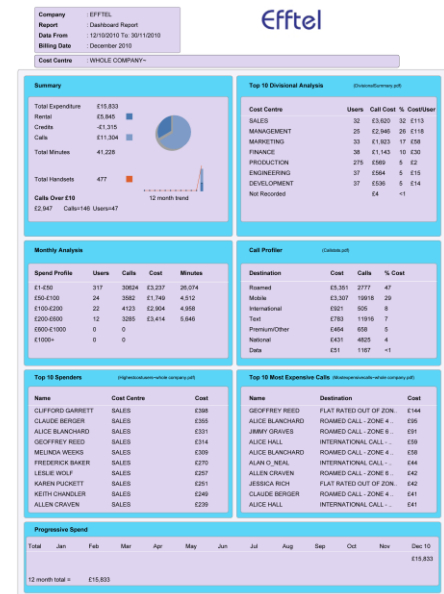
- 'Recosting' of bills ensuring correct billing to contracted tariff
- Analysis software incorporates sophisticated recoster tool using customised price list
- Identification of calls incorrectly priced by carrier
- Typical savings around 5% of call charges

# Why have major companies chosen Efftel?

- We are experts in what we do
- Our work is detailed and backed-up by our own independent specialist software
- We build relationships with our clients and provide a customised service
- We adapt to our clients' evolving needs and provide added value services
- Trust in our added value services and data



Efftel is a Sponsor and Associate Supplier Partner of the Communications Management Association (CMA), the UK's premier independent membership body for ICT professionals and organisations.



# Efftel's Customers



BRITISH AMERICAN  
TOBACCO



Rolls-Royce



OTIS



FINANCIAL DYNAMICS

Chartered Certified Accountants & Business Advisers



SIEMENS

Alcatel-Lucent



UNIVERSAL MUSIC GROUP

buyingTeam

Tarmac



woodward  
foodservice



ATKINS

