



# Mobile Expense Management (MEM)

# Efftel

Service Overview  
January 2011

**Company** : EFFTEL  
**Report** : Dashboard Report  
**Data From** : 12/10/2010 To: 30/11/2010  
**Billing Date** : December 2010  
**Cost Centre** : WHOLE COMPANY-

## Efftel

### Summary

Total Expenditure	£15,833
Rental	£5,845
Credits	£-1,315
Calls	£11,304
Total Minutes	41,220
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	30	£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											

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# Efftel

MEM Service Overview Page 1



## Mobile Expense Management (MEM)

Mobile telephony costs have become a major corporate expense, and if left unchecked, will continue to grow. Efftel operates a managed inventory and bill processing service in support of the day-to-day management of the Mobile estate. Efftel's **Mobile Expense Management (MEM)** service is designed to reduce costs by increasing visibility of employee usage and costs throughout the organisation, improve control of the mobile estate, and provide the Client with exception and management reporting.

The service covers 3 main areas and delivers the following benefits:

- **Invoice & Billing Management**
  - Bill checking against tariff/contracts
  - Tariff optimisation
  - Refunds and credit management
  - Benefit: On-going cost control
- **Inventory Control**
  - Asset register maintenance
  - Adds and changes
  - Zero-usage SIM identification
  - Benefit: Payment for active assets only
- **Management Information Reporting**
  - Top-level and detailed usage reports
  - Exception reports & unusual calling Patterns
  - Reporting against specific conditions
  - Departmental/cost centre reporting & cost allocation
  - Input to Budgeting cycle
  - Benefit: Improved visibility at all levels leading to cost-savings

Reporting is by email and can be provided at:

- Management level
- Cost Centre level
- Individual level (if required)

Reporting at individual level entails the production of email statements for each user, with the added possibility of separating out business and private calls. These would be emailed directly to the user (subject to Company Personal Usage policy).

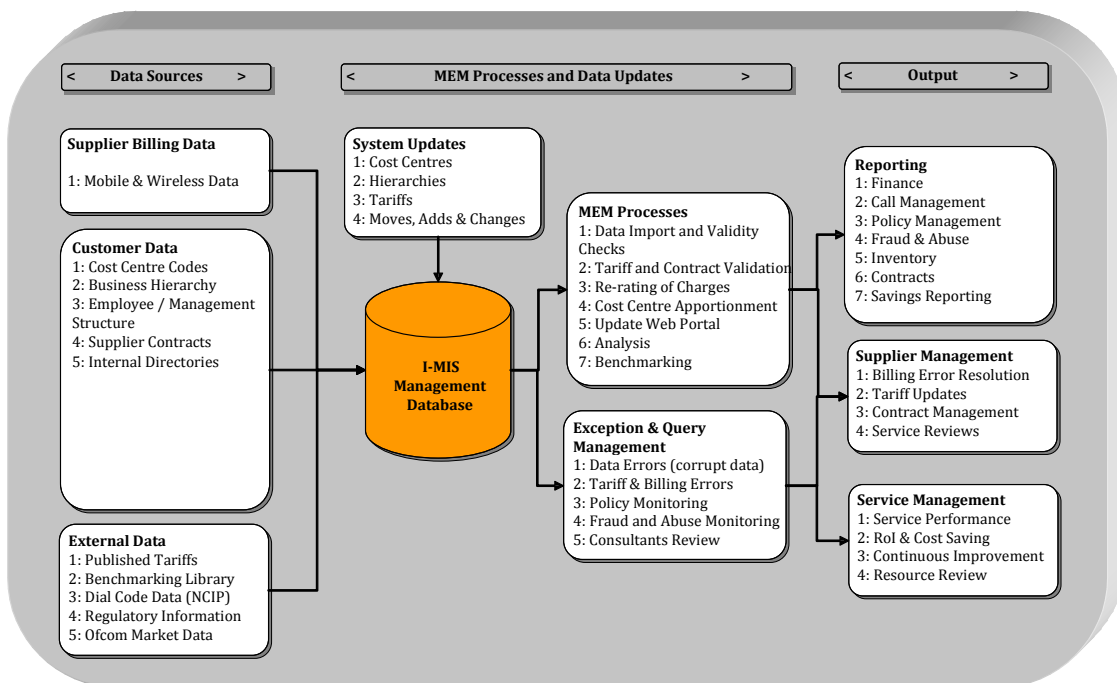
Experience shows that by giving employees and/or their department managers better visibility of the calls they make, usage costs fall on average by 10%.

# Mobile Expense Management (MEM)

The objective of the MEM service is to deliver short-term savings during the set up phase and then through the ongoing reporting and consultancy support deliver the ability to target areas for cost-reduction.

The cost for running this service is self-funding through the savings that are identified and implemented.

**Figure 1: MEM Lifecycle Management**



- On-going control of mobile estate
- Payment for active assets only
- Bill Validation
- Cost Reduction

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