



## Industrial Technology Conglomerate Sees Big Benefits From Integrated Telecom Management

### Background

A US-based technology company provides enabling technologies for industrial growth markets, having evolved from a company that was mainly focused on aerospace and defense, to one that serves multiple markets that require advanced technology and high reliability. The company's growth was augmented by acquisitions where the company leverages its operational excellence to rapidly integrate all of the businesses it acquires.

From its origins in the early 1960's, through aerospace/defense spinoffs in the 90's, to today's broad business base, the company has gone through many changes. Among the most significant is the way it approached its telecom expenses. In early 2011, the enterprise identified its telecommunications expenses as a priority. While cost savings was a primary goal, the company wanted to partner with a vendor to provide a roadmap from both a technological and management perspective. The company's Corporate IT Director was tasked with a mandate to reduce the number of vendors, eliminate duplicative services, to increase service levels and to centralize billing for over 60 geographic sites.

### Challenges

As companies were acquired, managing growing Telecommunication expenses was handled through a series of spreadsheets and manual processes. It was not a system-wide approach, and did not produce the anticipated results. The company identified several key areas where improvements to Telecom Expense Management were necessary:

- Update an antiquated, ineffective and labor-intensive manual process
- Create a truly centralized Telecom Expense Management (TEM) system and process with the ability to see across the entire enterprise, allowing for clear insight into inventory and spend as well as targeting key areas for savings
- Establish and leverage a database of competitive market pricing
- Deploy a strategic RFP sourcing exercise for Wireless, Wireline and Conferencing
- Optimize assets and services
- Identify and systematically resolve billing errors that resulted in significant accounts payable issues
- Establish a system that would serve to speed up acquisition integration and resulting cost savings

### At a Glance

#### The Customer

A leading Industrial Tech corporation provides enabling technologies for industrial growth markets

#### The Challenges

- Managing telecom expense with spreadsheets was inefficient and labor-intensive
- Needed to simplify telecom management and centralize billing for 60+ locations
- Wanted to reduce number of vendors, duplicative services and expenses while increasing SLAs

#### Solution

A fully integrated, TEM suite with cloud-based portal and outsourced managed service from Comview

#### Results

- Consolidated invoices and centralized bill processing saving 50-60+ man/hours week
- Gained visibility across company
- Achieved hard and soft cost savings of \$985,000 in the first year alone
- Implemented proven RFP process for wireless, wireline and conferencing

The company had attempted to work through the issues internally with mixed results before determining, that in order to reach their goals, they needed outside expertise.

## Comview Solution

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In October 2011, Comview, through its strategic partnership with Unify, was introduced to the company. All

parties immediately identified Wireless, Wire Line and Conferencing TEM (Telecom Expense Management) as immediate needs. Comview proposed a solution that became the foundation of what is today a truly successful partnership. Later, the company would also turn to Comview for the Strategic RFP sourcing exercise, also identified as a key area for improvement.

For the first phase, Comview proposed its fully integrated Telecom Expense Management Solution, a combination of cloud-based software and expert managed services, with a focus on Wireless and Wire Line. The specifics of the fully integrated Telecom Expense Management Solution included:

*“You really dig up everything that’s going through the system. Finding more errors and fixing them. It’s a tremendous amount of effort and Comview is always there. We picked the right vendor to work with; we like the partnership that has evolved”*  
– Director of IT

- Integration into one comprehensive platform
- Wireless Device Management, Optimization and Audit Service with Data Mining and Reporting
- A database containing asset and service inventory with related attributes and vendor information
- Invoice presentation for both electronic and paper media across all vendors with a focus on eliminating paper
- Invoice processing including approval workflows and notification
- General Ledger and Accounts Payable feed(s) to be built
- Ability to inventory and manage all Wireless Devices
- Investigation into areas for potential savings and increased efficiencies
- Comview’s Hosted Web Portal for 24/7/365 anywhere access
- Unlimited training
- Robust reporting
- A Savings Guarantee

Subsequent phase included a Strategic RFP Sourcing initiative for Wireless, Wire Line and Conferencing. Based on the existing TEM engagement, a proposal of a finite set of deliverables necessary for creating the right information for the vendors to receive, ensuring the best possible outcome, and minimizing the cost to the enterprise was created. These deliverables included:

- Business objectives, goals, and key success metrics
- Review of the corporate master plan as it related to both infrastructure and carriers
- Onsite meeting with key stakeholders
- Organized invoice and inventory into a “book of business” that was detailed down to the individual site level
- Created a final RFP for distribution to 15 targeted domestic and international vendors
- RFP Analysis and Recommendations
- Summary Score Card - analyzing and rating vendor responses according to objective criteria
- Recommendations in presentation form
- Contract Negotiations including co-termination

## Customer Results

Before [Comview](#), the client enterprise employed manual processes using a system of spreadsheets for over 60 locations. Now all major contracted services across all divisions are centralized in one location, one view with the remaining domestic and international services in progress. The TEM engagement provided for a billed concise inventory of all assets and services subsequently leveraged in the RFP project. It's an enticing argument for companies to do data gathering prior to negotiations allowing for enhanced knowledge of accurate inventory and costs. It is an effective sequence of events –if savings are possible through the TEM work (and they almost always are) you have the entire requirements all inventoried for easy presentation in the RFP.

*"I have over thirty years managing the corporate Telecom infrastructure. I know the ins and outs of how these vendors work, and I can tell you Comview really knows the market, the terminology with these vendors, and how to successfully work with them"*  
– Corporate Director of IT

Comview also consolidated all of the invoices across all divisions and manage them through one consolidated billing system regardless if the service was wire line, wireless and conferencing. The engagement resulted in first year *soft* cost savings of \$315,000 along with first year *hard* cost savings of \$650,000. Hard cost savings in years two and three are \$250,000 and \$200,000 respectively. The engagement also resulted in the company acquiring a new, fully meshed secure global MPLS/SIP/Dedicated Internet Network. Additional soft cost savings required by RFP responders, included technical and project management resources. Some of the benefits include:

- One invoice system available across the entire business hierarchy
- Through the platform, the ability to process and pay for all services (Conference, Wire Line and Wireless)
- Invoice consolidation, accurate reporting, standardized GL coding and centralized bill pay has all contributed to less company internal resources in the magnitude of 50-60 hours per week.
- Corporate wireless subscribers continuously monitored and adjusted to the correct plan(s) based on need and title.
- Expanded insight and the ability to provide subscribers with individual billing details.
- No "finder's fee" results in all savings realized by the company.
- Diminishing volume of vendor billing issues due to TEM provider oversight.
- Repeatable proven RFP approach and process utilizing invaluable market insight and benchmarking
- Partner who typically spends up to two hours a day with the company's team
- Process to merge remaining services and new acquisitions into a stable platform.

### About Comview

C O M  V I E W

Comview's flagship integrated telecom management offering combines Telecom Invoice Processing, Wireless and IT Asset Management, Procurement and Call Accounting in a single integrated platform. Comview's managed service/BPO approach and "customer for life" philosophy provide customers with the highest level of service and support and sustainable ROI. Comview's services are used by major organizations throughout the U.S. and abroad. Learn more at [www.ComviewCorp.com](http://www.ComviewCorp.com)

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