



Retrospective Audit & Cost Recovery (RACR)

Over the years, all of the major telecoms companies have encountered a great deal of change. This has regularly affected organisations as their Account Team personnel have changed and more and more Business Process Outsourcing (BPO) drives the processing of billing offshore.

As such, many organisations have greatly suffered because of this, by not being given the best advice, or being made aware of the best solutions, or tariffs available, and even having them not applied consistently.

A Retrospective Audit of historical supplier billing and invoicing for telecom services can identify overcharging arising from failures to apply appropriate tariffs or discounts, errors in calculation or payment, suppliers charging for products and services that do not exist, or charging the wrong rates for products and services that do exist. Such an audit can identify where procedural problems with a supplier such as in Cessations can cause incorrect billing in the supplier's favour.

A historic billing audit will highlight areas where you may have been previously overcharged and includes checks in to the following elements as a sample of what we investigate:

Scope Item	Description
Site List	List of all operational and closed sites for analysis period.
Network Provider List	Account Structure/contact information for suppliers within scope.
Billing Information	Itemised soft copy billing detail for up to a 72 month period (where available), for all areas considered in scope, for both recurring and variable costs.
Other Credits/Agreements	Other commercially relevant information, such as agreed credits and technology funds.
Contracts	All contracts for areas within scope, including service level agreements.
Tariff Information	Full details of applicable tariffs, current and historic any amendments or revisions with dates.
Data Usage	Detailed data statistics; on a user/device/circuit basis, as relevant.
Legal Entities	All current and historic legal entities.
Stakeholders	Key organisational personnel both technical and commercial contacts with long term historical and current knowledge.
Reference Material	Any internal information such as cost centre allocation.
Login information	Ability to present oneself as the clients own internal team

Such an audit can go back as far as 72 months where data and documentary evidence exist. Suppliers have to store records for this 72 month period, so even if you have no detailed records we can still pursue cost recovery.

What a typical RACR engagement looks like:

Typically a project takes the form of a four stage process:

- **Data Collection**
Utilising manual audit and automated software tools best suited to your business we collect all information relevant to the services in scope. Don't worry if you only have paper records, we have the ability to scan and OCR paper records into a standardised format if required.
- **Data Analysis**
Using our team of experts and the latest tools and algorithms we identify exceptions and incorrect patterns in the data.
- **Cost identification**
In the form of a formal report and with confirmation from your suppliers that you have a valid case for credit or refund.
- **Cost Recovered**
The Identified amount is returned to you from your suppliers.

How we operate:

- Expertel only employs experts in the field of telecoms expense.
- We see every engagement as becoming part of your team. We act as you, for you.
- We can impart our experience and knowledge to your internal team or act as an augmenter on a period basis.
- We are totally impartial. So you get the best outcome for you, even if we tell you that you already have the best deal on offer.
- Expertel operates with integrity and professionalism - our reputation is paramount to us.
- We can create a proposal that will work for you, either on time and materials basis, fixed price or even shared risk – there is always a model that fits for you.

Want to know more?

Drop us an email to: info@expertelglobal.com or
Call us on +44 (0) 207 193 9827