



Telecom Lifecycle Management (TLM)

TLM is about closely managing your telecom assets and costs and saving money along the way. A good Telecom Expense Management solution will automate most labour intensive tasks relating to the management of invoice processing, Asset Inventory, Invoice approvals and Reporting for you. So you will spend less time managing your expenses, and the time you will spend will be time to make direct savings.

Pain areas we address include:

- **How many users do we have?**
Poor joiners and leavers process – stranded inventory costs (paying for phone lines and mobiles for people who left the business)
- **There are so many invoices, how do I scrutinize them all?**
High cost of processing multiple invoices (cost per invoice per month)
- **But there a lot of it is still paper**
High level of manual work to process every line of every bill/invoice – We do that for you.
- **What are we spending, what's the forecast?**
Visibility into your monthly spend for financial planning
- **Who are our worst offenders and highest users?**
Visibility into your top users and ensuring all your people are on the correct plan
- **How do I get visibility when I need it?**
Reporting at an executive, manager and telecoms manager level
Get all the reports you need automatically generated, even visible via dashboard on an iPhone app.
- **But most of my invoice line items are probably ok, right?**
Manage the exceptions not all the invoices items– if you have a 1000 invoices and 30 are incorrect we filter out all the good ones and focus on the ones where there are real savings to be made.

What a typical TLM engagement looks like:

Typically, a project takes the form of a 3 stage process:

- **Discovery**
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. We'll also reach out to all your suppliers to understand formats, languages, taxation and other items key to getting a grasp of you spend.

- **Solution Build**

Using our team of experts and the best fit toolset for your business we build a model of your business down to departmental cost codes, individual users, device inventory, approval workflows and any integration you might require into Account Payable and General Ledger software. This is an à la carte service, you choose as much or as little of this as befits your business need.

- **Managed Service**

Our team of experts act as TLM team running key functions such as:

- Ingest of paper and electronic invoices monthly
- Validation of inventory against bills
- Managing supplier disputes
- Invoice discrepancies
- User behavioural analysis
- Reporting

Scope Item	Description
Inventory Management	Document every device, line, feature and user in your estate.
Centralised Procurement	Allow centralised request and procurement of devices and services for greater control.
Automated Invoice approvals	Each line manager receives approval notifications for each of his reports Invoices to allow checking at local level.
Automated Reporting	Hundreds of stock reports and any business specific reports you require can be generated.
Contract Management	Allow us to warn you of impending renewals, and support you in any selection and negotiation.
Market Baselineing	Benchmark your suppliers so you enter any negotiations with all the cards stacked in your favour. Always getting you the best deal.
Behavioural Analysis	Understand how your users consume, and even modify their behaviour.
Identify Stranded Assets	Identify unused assets such as lines, features and even devices held by leavers.
Supplier Dispute Management	Let us take the lead negotiating credits or rebates – we negotiate from a position of power with all the facts.

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 a augments on an ongoing or 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 - 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.