



Telecom Market Benchmarking (TMB)

Market Assessment

The Aberdeen Group state that, *"Telecommunications cost management has become one of the hottest sectors in today's business process automation marketplace. In fact, this area is so wrought with inefficiency that most people don't know how much they spend on telecom services, never mind how they can best manage those budgets."* Gartner have also commented that, *"telecommunications expenditure remains near the top of every CIO's expense list."*

Once we have built an accurate profile of your infrastructure and costs, we are able to conduct an exercise in comparing your costs with current market rates, suggest alternative methods where appropriate and generally provide our recommendations as to how best to reduce your spend whilst retaining value.

Our business intelligence platform enables us to retain a precise, real-time view of different suppliers' products and prices. Armed with this knowledge; we then, with you or on behalf of you, negotiate with the incumbent, or issue a request for proposal or tender. We then collate and assess the responses, and present the results back to you.

On average, with our assistance, our clients were able to reduce their costs by 25%.

Q. We're happy with our current telecoms provider; do we need your service?

A. No problem, 50% of our customers stay with the same supplier, where we can help though, is by helping you to make sure you're getting the most recent and competitive tariffs and that (especially with the larger suppliers) you're taking advantage of the latest and most innovative products and services. If it is worthwhile changing supplier, we remove the unknowns and fear factor through our effective delivery method, refined through several years of experience.

Q. We are in a period of intensive change, how can you assure us that you will not impact upon our business or divert resource?

A. Constant change is the reality today and for many reasons. Our way of working means we'll have less impact upon your business than if you were to undertake this kind of activity in-house. In terms of resource, our objective is to create, not divert budget. Relationships are often promised, less often delivered, we aim to foster a challenging business dialogue with the goal of helping you to meet your business challenges.

Scope Item	Description
Data Collection	Audit and consolidation of records
Data Analysis	Analysis of current usage
Contract & Tariff Comparison	Market analysis against usage
Benchmark Presentation	Present back findings.

What a typical TMB 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 collate and understand what and how you consume telecom services.
- **Contract and Tariff Comparison Identification**
We compare your current usage and tariffs with the market identifying the best fit for your usage at the best price.
- **Benchmark Presentation**
The complete findings along with supplier contacts and detailed analysis of tariffs are presented to you.

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 augmentation 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 1939827**