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TnT Optimizing and Reducing Telecom and Wireless Expenses

The telecom industry is in constant flux, as technologies, federal regulations and services change. Yet the need for enterprises to initiate appropriate auditing procedures remains constant.

Recently, at an event focused on telecom expense management – or “TEM” – an executive with one Sandy Hook, Conn.-based company that’s been in the industry for a decade said that one critical factor for a successful solution is having effective inventory with reliable sources of data.

Jeff Cavaliere, Vice President of Projects and Auditing at TnT Expense Management, said during the company’s “Client User Forum” – an event that addressed how to conduct business in this down economy, as well as how to reduce and optimize telecom and wireless expenses – that TnT believes in focusing on billing sources and data in addition to physical review of the client’s inventory.

“We bind these sources together to get one comprehensive view back to the client to offer transparency into the costs and provide better recommendations and optimizations, bringing several sources of information together,” Cavaliere said.

During the event – which gathered leaders from global organizations in market sectors ranging from financial to healthcare – Cavaliere also said that Customer Services Records often provide detailed information from the carriers’ view, including network diagrams, that allow TnT to extrapolate more information.

It’s part of Cavaliere’s job to know about these things. He oversees portions of the billing operation, including invoice auditing, implementations and special projects for TnT clients.

To ensure that a high level of quality and accuracy is maintained within the operation, with the focus on client’s needs, Cavaliere works with his management team on network and database management, including development of client specific reports.

This includes customer service references providing all detailed information from the carrier about network and diagrams the client provides.

Although it is a complex process, Cavaliere and his team take an in-depth and comprehensive view – from a total review of telecom vendor contracts, to the preparation of summarized rate information. That process includes determining the rate of tax-exempt locations or applicability, and gathering information that eventually is entered into the inventory module of “Telebase,” the company’s proprietary management system, for subsequent invoice processing.

Cavaliere is also a key contributor on the product development team participating in the design and testing of Telebase.

According to TnT, when Billing or Inventory discrepancies are identified, actions taken include:

- Rate dispute reports are generated for each invoice
- Telebase opens a credit tracking record for each dispute
- Analyst notifies the carrier and persistently pursues a credit/refund
- Credit records remain open until the credit/refund is received
- Credit tracking reports are generated on a monthly basis, summarizing open credit issues
- Weekly conference calls are held with telecom suppliers to review status of open credit records

In addition, credits received on subsequent invoices are analyzed, and credit records updated accordingly.

According to Cavaliere, TnT Expense Management evaluates the overall telecom network infrastructure and telecom billing relative to the business. The detailed analysis that TnT performs on invoices results in their ability to identify increased cost savings opportunities.

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