

MAJOR MEDIA OUTLET

Decreases global telecom expenditures, increases operational efficiencies, and improves financial reporting

TELECOM ENVIRONMENT

- » 1,052 telecom accounts
- » 23,000-circuit inventory from 180 carriers in over 50 languages
- » \$5M in monthly telecom expenditure

“With Telesoft, we reduced annual spend by ~\$18.9M while increasing backbone bandwidth by over 50%”

“We also received \$850K in auditing refunds with additional refunds pending”

“We improved communication and have stronger integration with Accounts Payable, Accounting, Finance, and Tax”.

OVERVIEW

A major media outlet wanted to decrease global telecom expenditures, increase operational efficiencies, and improve financial reporting. Their invoice management process was labor intensive, manual, and error prone resulting in late fees, insufficient data to perform accurate financial reporting, and high overhead.

CHALLENGES

The invoice approval process suffered from the following issues:

- » Labor intensive, manual, error prone that used excess personnel from multiple departments to handle and process invoices
- » No tools for auditing and verification of circuit charges, taxes, surcharges and usage
- » Severe limitations of the COM database, e.g. no historical data, no interface to SAP, AP system or electronic invoicing

These issues resulted in the following mistakes:

- » Application of incorrect coding, contract rates, taxes and surcharges
- » Insufficient data to perform accurate and timely financial reporting and analysis (GL coding, cost center Allocation, benefit period and prorated charges, etc)
- » Incurred late fees due to the cumbersome untimely process
- » Excessive Communication personnel time dedicated to administration of invoice processing instead of value added management of telecom expenditure and operational needs

Telesoft Benefits

- » Electronic invoicing and single invoice format for all telecom suppliers globally
- » Use of a developed database for inventory and circuit management with change control and historical data
- » Configurable financial, inventory and usage reporting tools
- » Automatic verification of static invoice line items, GL coding, cost center allocation, , surcharges, domestic and international taxes
- » Faster invoice approval and reduced late fees
- » Shift internal personnel efforts from manual review to exception tracking
- » Reduction of FTE resources: mailroom, AP and Communication billing reps (>\$150K/year)
- » Avoidance of R&D resources needed to overhaul the Com database, program multiple electronic invoice formats with telecom vendors and the needed integration to SAP
- » Reduction of audit fees
- » Improved financial reporting – budgeting, forecasting, analytics & accrual processes

TELESOFT SOLUTION

After considering several vendors, the media outlet selected Telesoft to manage their global invoices. The media outlet started with US telecom vendors billing in US dollars. After successful completion, they added EMEA, ASIA and the Americas Non-US vendors billing in foreign currencies. International accounts were prioritized based on total spend, ease of invoice interpretation (English first), strength of vendor relationship, and ease of implementation of new business rules.

RESULTS

- » Reduced annual spend by ~\$18.9M while increasing backbone bandwidth by over 50%
- » Received \$850K in auditing refunds with additional refunds pending
- » Stabilized monthly financials and reporting
- » Reallocated FTE's: 2 COMM, 1 AP and 1 Mailroom
- » Faster processing and more frequent audit cycles
 - › Increased processing time by 1 ½ days
 - › 50% less staff performing monthly, rather than quarterly audit cycles
- » Improved communication and stronger integration with Accounts Payable, Accounting, Finance, and Tax
- » Established globally consistent telecom business rules for coding (expense and tax) and invoice treatment (addressing & handling).

ABOUT TELESOFT

Trusted experts in Telecom Expense Management (TEM) software and services for over 25 years, Telesoft reduces fixed and mobile telecom spend to improve your bottom-line. Telesoft automates the telecom expense management lifecycle – from management of telecom invoices, usage, and cost allocation, through provisioning and inventory – to lower telecom expenses and improve efficiencies. Our solutions are used by hundreds of commercial and government organizations including the largest and most complex telecom environments in the world.

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