

OPTIMISER TEMS

Optimiser Telecom Expense Management System (TEMS) – the next generation Soft-ex hosted service

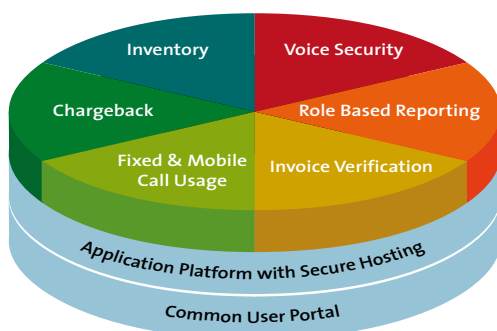
Optimiser TEMS is an innovative and dynamic browser based telecom expense management system with advanced capabilities to provide complete visibility and effective control of telecommunications operations in a unified communications environment. Optimiser TEMS can help to proactively reduce overheads, impact your bottom-line and improve operational efficiencies by providing seamlessly integrated and proactive functionality such as usage and chargeback management for fixed and mobile, invoice verification, voice security and carrier inventory management via a secure hosted service.

Benefits and features

Soft-ex providing total transparency

Optimiser TEMS is an integrated hosted service which increases visibility on telecom expenditure allowing significant cost savings, improved operational efficiencies and ROI. Soft-ex advanced development in Unified Communications provides one service on a unified platform through a common portal with reporting on fixed and mobile for call usage management, invoice verification, charge back analysis, carrier inventory, voice security and role based reporting.

Optimiser TEMS – Unified Communications



Cost Savings

- Mobile and Fixed Line Usage Management
 - Actual usage – audited calls provide increased visibility and spend reduction opportunities
 - Usage vs. negotiated tariffs – provides rate optimisation
- Invoice Verification
 - Tariff anomalies between negotiated and actual rates used in invoices are identified
 - Automated tariff audits reduce telecom administration costs

- Carrier Inventory/Asset Management
 - Identification of services (per type) billed but not received
 - Quantity variance/duplications and unused inventory identified
- Dispute Management/Resolution
 - Bill reconciliation analysis is automated allowing for easy resolution
- Voice Security
 - Significant cost saving by identification and prevention of internal abuse and/or external fraud
- OnDemand Reporting
 - Home and departmental pages allows individuals/managers ongoing desktop visibility, contributing to spend reduction by creating awareness and allocating costs.

Performance & Operational Efficiencies

- Unified Communications
 - Seamless integration across PBX, IP/PBX and multi-media platforms
 - Unified mobile and fixed line reporting
- Desktop Real-Time Visibility
 - Line level visibility of costs, usage, traffic and inventory
 - Individual homepage and user-configurable pages provide a single view over multiple bills, thereby enhancing visibility
- Call Classification
 - Create chargeback to business unit or group
 - Identify business and personal costs and performance related issues

- Administration and Resourcing
 - Reduce telecom expenditure administration and resource more effectively
 - Allocate staff levels to match daily traffic patterns
- Optimise Network Infrastructure
 - Quality of Service identifies call failure alerts, confirmation of switches functioning, bandwidth management, jitter/latency control etc.
 - Comprehensive traffic and usage reporting to identify and maximise greater network efficiencies
- Customer Experience
 - Monitor incoming call response/handling time efficiencies
 - Configurable pages shows the customer exactly what they want to view.

Optimising TEMS with Soft-ex

Many enterprises simply do not have the time, resource or budget to analyse and optimise the performance and costs of their networks and call handling staff. The ability or inability to manage such telecom issues has a significant impact on company performance and costs. The key challenge with telecom expense management is to cut costs whilst not compromising service or infrastructure.

Despite the fact that call rates are getting cheaper, costs are rising due to:

- increased mobile consumption
- network complexities such as an increasingly mobile workforce, convergence of voice and data, and the lack of centralised management
- increased demand for additional bandwidth in unified communications environments
- usage and billing errors
- ineffective inventory management.

Optimiser TEMS delivers management information to the desktop in the form of web-based and configurable homepages to enable individual users visibility of the telephony usage and costs that they are responsible for. Departmental/cost centre managers can also manage their telephony costs against their budgets and ensure productivity is at its optimum across their team.

Soft-ex setting the standards for OnDemand Telecom Expense Management

Optimiser TEMS Modules

- Call usage management
- Mobile management
- Voice security
- Call classification
- Invoice verification & Reconciliation analysis
- Automated dispute resolution
- Charge back analysis
- Carrier utilisation & Business unit consumption reports
- Site comparisons and trend analysis
- Carrier inventory management
- Call auditing
- Zero usage infrastructure/Network detection

Call Usage Management

Call management for legacy and IP PBXs can bring about significant reductions in operational overheads, which can be realised by consolidating and tracking exactly how and where communications costs are being spent.

An extensive database of reports from a cost/usage perspective (including a list of the top 50 most expensive calls by extensions, the most frequently dialled numbers and calls with the longest duration and response times etc.) are generated to pinpoint high cost areas and identify the possible misuse of telephone services – dramatically reducing your overall telecoms spend.

Incoming call analysis can help identify lost calls, call response times, analyse efficiencies and identify correct staffing levels.

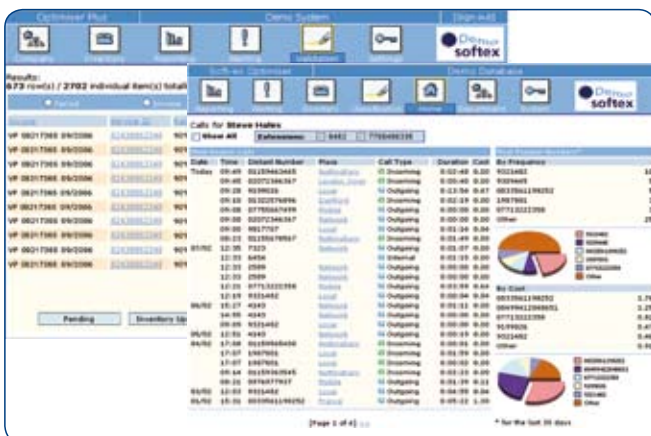
TEMS Return on Investment

Fixed Line ROI

- Up to 12% of all telecom bills are incorrect and most errors go undetected. Top challenge is poor spend visibility (Aberdeen Group, Inc)
- Companies are wasting approximately 18% of their telecom expenditures on misuse, inappropriate tariffs and continuing to pay for unused lines/equipment (Aberdeen Group, Inc)
- Companies can make savings of up to 30 to 45% off their telecom expenses by implementing TEMS (Gartner, Inc)
- External fraud – one in four UK companies hit with average cost of £25K (UKTMA)
- Telecoms costs account for, on average, 3.6% of revenue, making it a “top-line” item expense (Aberdeen Group, Inc)

Mobile ROI

- Wireless costs have exceeded landline costs (Gartner, Inc)
- Up to 25% of calls on mobiles are non-business related (Gartner, Inc)
- Up to 52% of companies do not have the means for capturing their mobile expenditures. Lack of usage visibility is top challenge (Aberdeen Group, Inc)
- Although rates for mobile services continue to decrease, overall spending on mobile will continue to increase as consumption rises faster than prices decline (Meta Group)
- Companies implementing mobile management can achieve up to 33% lower mobile costs per user (Aberdeen Group, Inc)



Optimiser TEMS eliminates manual, time-consuming, paper-based reporting systems and replaces them with an automated and extremely user-friendly mechanism. Optimiser TEMS also has a powerful web-based, adhoc-reporting tool, which can generate bespoke reports on demand. Delivery of predefined customised reports can also be sent on a periodic basis.

Mobile Management

Optimiser TEMS offers integrated Mobile Voice Management. Track and report on mobile usage for national, international, roaming and SMS, resulting in increased mobile cost control. Call classification of mobile also identifies costs to be billed on or personal allocation of costs (given that 25% of mobile costs are non-business related). With the Optimiser TEMS homepages, you have centralised web-based reporting to provide increased visibility at corporate, department or user level.

Voice Security

The voice security module within Optimiser TEMS is a powerful tool, which combines advanced technology and functionality to monitor your PBX or IP network for activity that is exceptional, a threat to security or an indication of fraud.

Optimiser TEMS continuously checks for fraud by analysing call data activity from multiple carriers around the clock. Sensitive, user-defined detectors pick up potential fraud – and send a warning. Alerts are sent by SMS or email to the appropriate individual or group in the organisation.



Call Classification

Calls can be classified into either business or personal and this is particularly useful for companies who need to identify telecoms cost that are to be billed onto a client. Call classification also allow for allocation of costs across departments and sites. This module removes the need to manually review all telecoms bills and leads to a more simplified revenue generating system. System flexibility allows a personal/business classification to be performed by users with a management approval mechanism if required.

Invoice Verification and Invoice Reconciliation

High volumes of complex telecom invoices from multiple vendors and carriers, each with unique billing formats can result in significant administration problems. Optimiser TEMS invoice verification feature provides the capability to confirm that the usage charges being invoiced by a carrier are consistent with the tariff that has been negotiated with that carrier. The system is capable of dealing with many different carriers and complex, multiple invoices.

Anomalies between negotiated tariffs and tariffs used by the carrier to generate invoices, are easily and quickly identified. When the carrier invoice is received, Optimiser TEMS will analyse and identify any differences on *Usage Based Charges* to maintain rate plan optimisation against agreed tariffs. *Recurring and one off charges* are held on the system.

Dispute Resolution

When the carrier invoice is received, Optimiser TEMS will analyse the invoice against the agreed schedule in terms of service and cost, and will highlight any discrepancies. In the event of a discrepancy, the capability exists to drill down and identify the relevant calls and facilitate corrective action, in conjunction with the carrier.

Bringing business intelligence to Telecom Usage and Expense Management

Charge Back Analysis

The system can allocate invoice costs back to the Business Group/ Division/Unit either located at the same site or based across multiple sites, thus allowing internal charges to be allocated based on utilisation. This module also allows for improved budgeting, forecasting and planning while highlighting areas that should be targets for further cost containment. This is particularly relevant to large multi-site and/or multinational organisations.

Carrier Utilisation

Optimiser TEMS provides the visibility to support more effective negotiations of rates and contracts with carriers, by gaining full visibility on calling patterns and durations per carrier. This coupled with identification of key rate differences between carriers and subsequent impact on cost provides key information for effective procurement negotiations with carriers.

Site Comparison & Trend Analysis

Highlights actual usage and cost and the increase between current and previous periods. Action can then be taken based on filters indicating causes of increase or decrease.

Optimiser TEMS also provides a tool to carry out site-to-site comparisons. This unified communication capability ensures both a centralised view and local views for management across all business units, regions, tariff rates, platforms and currencies.

Carrier Inventory Management

Organisations tend not to proactively manage their carrier inventory/asset base and as a result visibility is poor. For instant identification and tracking, Optimiser TEMS can provide a breakdown of the inventory by site, service type, supplier and detail on a “drill down” basis. This facility is vital to ensure the business is correctly charged for services and provides the opportunity to review such services and explore consolidation opportunities.

In addition Optimiser TEMS provides a variance report which details services that have been either suspended or added during the previous billing period, ensuring optimal utilisation.

Call Auditing

Optimiser TEMS is capable of tracking all telephone activity within the private voice network, including incoming, outgoing, local, national, international, mobile and premium rate calls. Each telephone call can be associated with a specific client or project if necessary, and any related call costs can be tracked and/or billed.

Zero Usage Reporting

It is a common occurrence to find services on a carrier invoice and end-users inventory – but not in use. However filtering down to this level is like finding a needle in a haystack. Optimiser TEMS can provide Zero Usage reporting to identify idle lines and is broken down by business unit/cost centre in line with the directory structure of the network.

TEMS – Benefits of Hosting

- No capital outlay
- No hardware ownership
- Monitored Application Health & Fix
- Monitored Data Collection & Fix
- Scheduled Report delivery
- Automatic Tariff Updates
- Automatic Upgrades, no additional costs
- Backup & Resilience
- Support via dedicated Helpdesk
- Unlimited access via secure web browser
- Centralised management

Why Soft-ex?

Soft-ex is the market leader in this specialised niche, with customers located in over 75 countries worldwide. We have the technology and the experience to deliver solutions and services that are right for your business.

Our unified solutions and hosted services

provide visibility and control across the entire voice network

Our technology

is state of the art and we are constantly investing in future developments to maintain your competitive advantage

Our customers

benefit from significant ROI and span all continents and verticals from SME to Enterprise

Our people

are experts and committed to customer support and satisfaction

Our collaboration

with key manufacturers such as Cisco, Nortel, Avaya, Siemens, Ericsson, Mitel, 3Com to name but a few, ensures unified communications throughout your converged network

Our partnerships

offer an integrated environment for unified communications with major telecom players such as BT, Eircom, Cable & Wireless, KPN, Umoe IKT, TDC, TeliaSonera and many others

Soft-ex leading the way in Voice Management Solutions.

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