

# TEM

## Telecommunication Expense Management Services

Interested in reducing your telecommunication spend by as much as 30 percent?

The value proposition is simple: cut your telecommunication expenses by as much as 30 percent, and reduce or eliminate the time your employees spend managing non-revenue-generating activities.



### Lower Telecom Costs Are a Phone Call Away

ACS's Telecommunication Expense Management (TEM) team members are telecom experts, with the tools to make your voice, data and wireless communications more efficient and less expensive. We provide a full range of telecommunications services for:

- Data circuits
- Voice lines
- Audio, video and Web conferencing
- Calling cards
- Remote access
- Wireless.

Simply put, we make things simple. We work with you and your telecom suppliers to manage all aspects of the TEM lifecycle, including:

- Provisioning
- Submitting the initial request
- Ongoing inventory management
- Bill auditing
- Rate renegotiation
- Invoice payment.

In addition to saving you money, our TEM service can save you time. Our services free your employees from repetitive, non-core activities, so that they can get back to the business of generating revenue.

### Streamline Your Invoice and Audit Processes

Managing internal telecom systems can be time-consuming. But reconciling and paying telecommunication invoices can be equally destructive to productivity. However, not taking the time to check for discrepancies could cost you.

Our TEM professionals can handle your carrier invoices, from actual receipt and audit to payment and cost allocation. We use industry-leading software to automate major portions of the invoice lifecycle. Our system monitors your billings for exceptions to contract terms and rates. When a discrepancy is noted, we resolve the situation with the supplier on your behalf. If an invoice is valid, it's coded for payment, and then billed to the appropriate, predefined department code.

# TEM

All invoice records are loaded into our financial system – a central repository for all your telecom expenditures. This automated process speeds invoice auditing, payment and dispute resolution. And, using our advanced exception reporting, we identify inappropriate internal use of telecommunication services, to further reduce your costs.

Although we handle your telecommunication expenses, you always remain informed and in control. We provide a variety of reports detailing your inventory and expenditures. Plus, we can perform research, audits and cost-saving analysis upon request.

## Our Services

### Provisioning

- Centralized request management
- Co-estimation
- Order approval
- Order processing, tracking and escalation
- Installation coordination
- Disconnect processing and verification

### Asset Management

- Single enterprise-wide repository of inventory
- Real-time access to inventory
- Detailed view of inventory
- Inventory and discovery and validation
- Inventory change exception reporting

## Our Partners

- AT&T
- BT
- Global Crossing
- Level 3 Communications
- Orange
- Qwest
- Sprint
- tw telecom
- Verizon Business

## Contract and Vendor Management

- Centralized repository of carrier agreements
- Tracking of terms, rates and commit levels
- Monitoring of actual spend vs. contractual commitment
- Tracking of contract compliance and penalty/benefit thresholds of contract renegotiation opportunities
- Identification of contract renegotiation opportunities

## Assurance Testing

- Automated alerts and multiple distribution methods
- Actual billing compared to contracted rates
- Non-utilized inventory and one-time charges
- Inappropriate usage of resources
- Billing against unknown or disconnected inventory
- Variances in month-to-month spend

## Reporting

- Exceptions and variances
- Inventory by location, type, business unit and cost center
- Spend by client, carrier, type, business unit and cost center
- Actual spend vs. contractual commitment
- Cost allocation by business unit and cost center
- Summary of assurance alerts

## Invoice Authentication and Verification

- Automated bill auditing and bill error detection
- Validation of charges vs. contracted rates
- Exception and analysis
- Billing dispute, escalations and credit management
- Historical bill audit, rate tracking and billing disputes

## Our Connections

We have strategic relationships with the industry's top domestic and international telecom suppliers. We continuously negotiate rates to get the best value, and then pass these rate reductions along to you.

## Our Qualifications

- 10+ years of experience in managing telecom spend
- 145 client networks
- 10,000+ telecom circuits
- \$185 million in managed telecom spend annually
- Strategic relationships with both domestic and international suppliers

We maintain an ongoing dialog with all your suppliers, including weekly face-to-face meetings. And, because we make use of online ordering and tracking systems, we can significantly reduce lead times and get new services provisioned more quickly. (If a Transfer of Service Agreement isn't possible, and your company elects not to use our carrier agreements, we can still provision services using your carrier agreements through a Letter of Agency.)

## Contact Us

Start reducing your telecommunication expenditures today. Call your representative to learn more about how our TEM program can benefit you.

## About ACS

We are part of Xerox's \$22 billion global enterprise with 140,000 employees serving our clients in 160 countries.

You can learn more about us at [www.acs-inc.com](http://www.acs-inc.com).



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