

¿Where are savings achieved from?

Depending on the Level of Service and the nature of each client's sector and its own reality, some savings could be measurable, estimated, one-off, long lasting, relevant or modest; but the overall optimisation is only achieved through a MIXED array of actions, and well focused and continued decisions.




From invoice errors recovered

Average recoverable ranges between 10% and 35% of pre tax total

Invoice errors and wrong tariff or service application, are a worldwide reality, hence a thorough review of invoice vs. agreements must be carried out on a continued basis.

92% of all invoices reviewed by Telcommunity did have errors.

REAL CASE

	 movistar			 vodafone			 orange™		
	B. Imp. Facturacion	Importes reclamados	%ERROR / Facturacion	B. Imp. Facturacion	Importes reclamados	%ERROR / Facturacion	B. Imp. Facturacion	Importes reclamados	%ERROR / Facturacion
JUL	270.965 €	102.035 €	38%	120.311 €	45.675 €	38%	2.138 €	1.240 €	58%
AGO	234.563 €	95.110 €	41%	141.931 €	81.537 €	57%	9.550 €	3.700 €	39%
SEP	183.569 €	16.705 €	9%	92.537 €	5.351 €	6%	20.857 €	13.745 €	66%
OCT	204.560 €	23.600 €	12%	91.765 €	35.458 €	39%	20.401 €	16.833 €	83%
NOV	223.994 €	27.424 €	12%	76.367 €	17.362 €	23%	18.155 €	3.427 €	19%
DIC	246.926 €	31.888 €	13%	116.012 €	25.188 €	22%	19.365 €	4.702 €	24%
ENE	212.125 €	18.320 €	9%	83.253 €	19.219 €	23%	18.435 €	4.061 €	22%
			20%			32%			44%

In this case the client recovered an average of **25%**, during this 7 months, that is **592.580€** (equiv. 1,16mill € annual)

¿How much does your company need to produce to generate this same amount to EBITDA?

* This review was carried out with real invoice data, 7 months immediately after signature of new RFP conditions. Total invoice amount of the period (2,7mill EUROS)

From Self-Control

Average savings range between 5% and 38%

Our experience shows that the consciousness effect that our powerful tool has on employees, who see than an specific service has been contracted and realise how easy it is to control potential abuses, results in high savings that may varied according to company policy, sector, level of employee, etc. but in all cases above a 5% reduction on total year expenditure.

This report is destined to each employee and shows with the help of graphs and alarms all the mobile and/or fix expenditure made, in a way that anyone can understand, which in addition could be customise according to company's needs.

Data is both shown in tables, could be downloaded to excel or acrobat, as well as each segment analyses a different aspect of employee expenditure, ie.; data, calls made out of office hours, by destiny, by date, etc.

Furthermore, a Personal and Corporate Agenda can make the pre-analysis as accurate as possible, as well as help assign cost to projects, control personal call cost (respecting employees privacy), etc.

The screenshot displays the 'Informe Personal' for user 'Varela Sánchez, María José' for the period 'JUL/AGO 04'. It features a table of consumption data, three pie charts for 'Desglose consumo' (by operator, origin, and use), and a bar chart for 'Consumo en el periodo JUL/AGO 04' by day of the week. Below the charts, there is a detailed table of calls and a section for 'Llamadas especiales'.

Our own developed software allows to customise the level of details to be shown

From a surveillance effect

Average savings range between 2% and 10%

There are also specific reports and tools that have been developed in order to detect potential atypical uses, as well as to control that operator invoices, not only are well calculated, but also that reflect all the terms and conditions agreed, automatically generating alarms and specific reports with all deviations.

Access to these reports is only available to those responsible within the company, how can also customise the specific alarms and level of detail needed, so they account with pre-reviewed information

Each report goes from summary to fully detailed source, just at the click of mouse in seconds, so that supervisors do not need to spend any time in reviewing unnecessary reports

Consumo Empresa

Desde este apartado podrá acceder a los diferentes informes analíticos de consumo derivado por su empresa o los diferentes sub-niveles de los que Ud. sea responsable. Pulsando sobre Selección Nivel, podrá acceder a ver la información que desee:

Análisis del gasto

- Alarmas** : en este informe se presenta una lista, del total de alarmas que el consumo generado por los usuarios en el último mes de facturación, así como cualquier otra alarma establecidas por su empresa y así facilitar su análisis.
- Factura** : analiza el total del gasto facturado a su empresa, división, o selección de nivel realizado.
- Análisis de Consumo** : donde se estudia el consumo generado por tipo de tráfico, por origen, por franja horaria, consumo de datos o coste relativo por operadores, etc. Entrando aquí, el usuario verá un análisis específico de cada una de las secciones mencionadas.
- Informes de evolución** : en este bloque se pretende cubrir con todas las necesidades de análisis del gasto de telecomunicaciones de forma evolutiva por periodos de factura o entre fechas concretas, por operador, por origen del gasto, etc.

Control de los usuarios

- Informe de llamadas** : en este apartado se busca analizar las llamadas que ocasionan un consumo poco común, por ejemplo llamadas fuera de horario, a números especiales, análisis por coste de llamada, por tipo de tráfico, a un número, o por destino o fecha determinada. Toda esta información se presenta con gráficos que permiten su estudio.
- Rankings** : en esta sección se facilitan una serie de rankings muy útiles tanto de usuarios como de líneas, así como se permite una potente generación de los más diversos rankings por tipo de tráfico, tipo de destino o número llamado con más frecuencia desde su empresa/división/centro de coste, etc..
- Agenda Empresa** : aquí se muestra de forma rápida y sencilla el desglose del gasto de la empresa distribuido entre las llamadas personales asignadas por los diferentes usuarios, las llamadas sin asignar, y aquellas asignadas a proyectos, clientes, empresas del sector, etc.

Ranking usuarios

Ranking de consumo por usuario (semanal)

Usuario	Consumo (€)	Operador
...

Informe Llamadas a números especiales

RESUMEN consumo en el periodo JUL/AGO 04

Nº. de usos	Medida (€)	Duración	Importe (€)	Imp. neto (€)
255	2.989,74	07:41:03	399,39 €	358,55 €

LLAMADAS a números especiales en el periodo JUL/AGO 04

Tipo de tráfico	Descripción	Nº. de llamadas	Medida (€)	Duración	Importe (€)	Imp. neto (€)
Llamadas a servicios de valor añadido	Llamadas a número especiales de valor añadido	152	0,00	07:27:54	340,74 €	306,67 €
		152	8,68	07:27:54	348,74 €	188,67 €

CONEXIONES a números especiales en el periodo JUL/AGO 04

Tipo de tráfico	Descripción	Nº. de conexiones	Medida (€)	Duración	Importe (€)	Imp. neto (€)
Conexión con servicios de valor añadido	Acceso a servicios de valor añadido	22	2.989,00	00:12:32	43,28 €	37,15 €
		22	2.989,00	00:12:32	43,28 €	37,15 €

MENSAJES especiales en el periodo JUL/AGO 04

Tipo de tráfico	Descripción	Nº. de mensajes	Medida (€)	Duración	Importe (€)	Imp. neto (€)
Mensajes a servicios de valor añadido	Mensajes a números especiales	81	0,74	00:00:37	16,38 €	14,74 €
		81	6,74	00:00:37	18,18 €	16,74 €

Agenda

Distribución de llamadas por grupo

ORIGEN EXTENSIÓN FISA. Ranking de consumo por usuario en el periodo JUL/AGO 04

Usuario	Consumo (€)	Operador
...

ORIGEN FICSA. Ranking de consumo por usuario en el periodo JUL/AGO 04

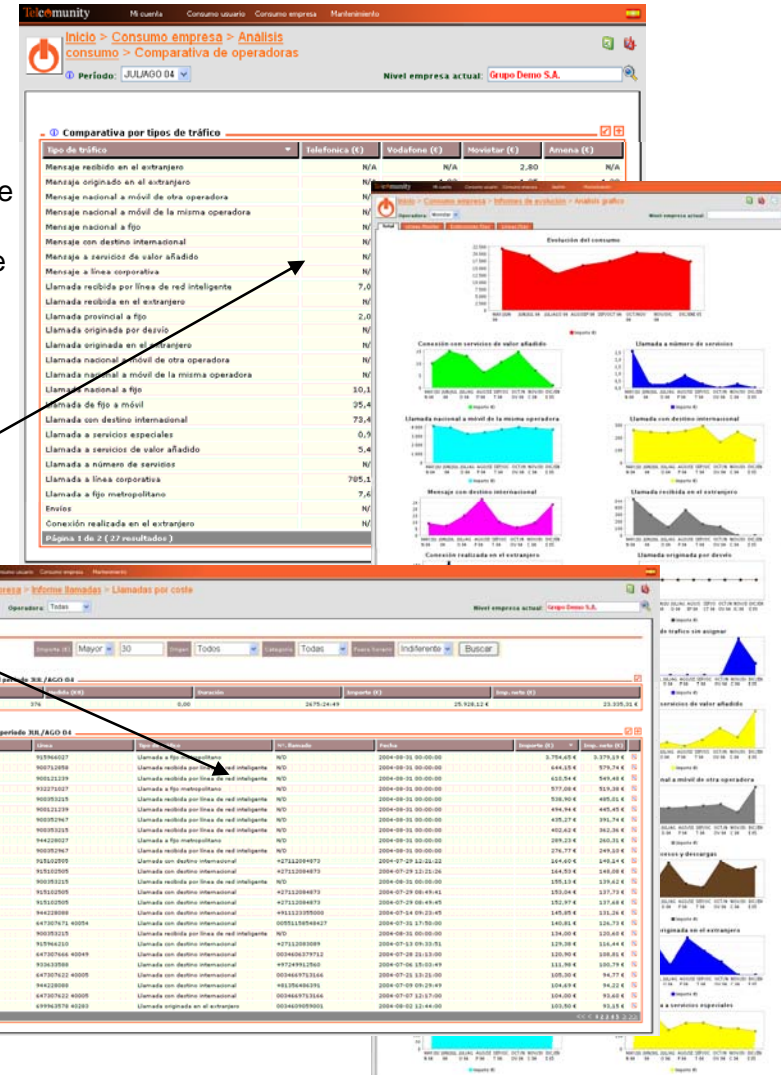
Origen	Consumo (€)	Operador
...

Specialised consultancy and Know How

Average savings range between 4% and 15%

Our truly independent experience in fighting on our client side with operators is unique in the market, as Telcommunity contratuallly oblige itself not to have any relationship or interest with any player. Therefore our advice is as good as being you own with added value of having an un updated benchmark and industry know how that normally results in high saving measures.

There are a full array of reports and cross-analysed information that in some cases surpasses the information handled by operators. This assures that our client knows exactly if an offer is so, or not.



Optimisation of your own non-dedicated resources

Average savings range between 70% and 90%

One of the benefits of in-house developing, is that our software platforms is capable of adapting to any given corporate reality in order to optimise not only the time spent on mobile fleet management, expenditure control and internal cost and accounting distribution at all levels, but also on implementing automated processes that assure that no information is lost or mistaken, with combined results in huge savings of qualified employees.

All reports can be exported in excel or acrobat, and Telcommunity's tool allows to customise the information needed

Also Telcommunity could develop specific client reports to be automatically read or inserted in other client internal data base systems such as SAP, etc.

The image displays two screenshots of the Telcommunity software interface. The top screenshot shows a 'Resumen facturas' (Invoice Summary) for the period JUL/AGO 04, with a total of 54,482.90. The bottom screenshot shows 'Detalle facturas por operador' (Invoice details by operator) for Movistar, listing various invoices and their associated costs.

DESC PROYECTO	CNN PROYECTO	CUENI
MOVILES	0596	404F00
MOVILES	0579	862TAK
MOVILES	XXX	057964L
MOVILES	0582	763A88
MOVILES	0579	862TAK
MOVILES	0579	862TAK
MOVILES	0579	862TAK
MOVILES	0579	862TAK
MOVILES	0596	750B00
MOVILES	0579	862TAK
MOVILES	0582	417BCM
MOVILES	0582	417BCM
MOVILES	0582	417BCM
MOVILES	0579	862TAK
MOVILES	0579	862TAK
MOVILES	0596	742S10
MOVILES	0579	862TAK
MOVILES	0579	862TAK
MOVILES	0579	862TAK
MOVILES	0579	862TAK
MOVILES	0582	763A88
MOVILES	0582	750B1M
MOVILES	0582	750B1M
MOVILES	0582	417BCM
MOVILES	0582	417BCM
MOVILES	0579	862TAK
MOVILES	0596	750G01
MOVILES	0579	862TAK
MOVILES	0582	763A88
MOVILES	0582	580PRD
MOVILES	0579	862TAK

Factura	Lineas recibidas	Ext. Resp.	Lineas Resp.	Lin. asignadas	Total minutos	Trasferencia medida	Min. de consumo	Lin. de asignar
28-14U1-022936	8	0	0	0	0	0	0	0
28-14U1-010519	2	0	0	0	0	0	0	0
28-14U1-383882	0	0	0	0	0	0	0	0
28-14U1-001372	22	0	0	20	20	100.14	0	1
28-14U1-022796	4	0	0	4	4	44.79	0	0
28-14U1-004436	27	0	0	27	27	78.01	0	0
28-14U1-010617	14	0	0	14	14	91.80	0	0
28-14U1-022795	8	0	0	8	8	104.45	0	0
28-14U1-387670	3	0	0	3	3	44.37	0	0
28-14U1-001370	280	0	247	247	144.35	0	0	3
28-14U1-010261	0	164	0	157	157	39.49	0	1
28-14U1-004933	2	0	0	0	0	0.00	0	2
28-14U1-001970	144	144	0	144	144	0.00	0	23

