



Case Study

PREMIUM SOLUTIONS FOR PREMIUM CLIENTS



National Industrial Gas Manufacturer adopted Communications Lifecycle Management to realize 15.5-FTE efficiency gains, significant cost reductions through inventory visibility, and centralized sourcing to maintain asset control and compliance

► CHALLENGE



The client, a National Industrial Gas Manufacturer, was challenged with lack of telecom asset visibility and procurement control measures with its 1,000+ locations. This led to a significant oversubscription in landline services, and consequently the company incurred substantial unnecessary expenses towards IT/Technology budgets. Division IT Directors were aware of this issue but lacked the man power, resources, and expertise to effectively combat it. They scouted for a reliable telecom partner to overcome this challenge.

► SOLUTION



The client partnered with One Source Communications (OSC) to implement Communications Lifecycle Management (CLM) for wireline and Managed Mobility Services (MMS) for mobile for its 1,000+ locations, 8,000+ wireline assets, 1,000 wireless devices, and 7,000+ unique invoices. CLM and MMS are the next evolution of telecom expense management and are fully managed solutions vs. the traditional Software as a Service (SaaS). This means that all activities from procurement to payment to helpdesk support were managed by real specialists.

Sourcing and Procurement/Portfolio Optimization: OSC is not a gain share company. With both solutions, it provides pricing transparency upfront and focuses on end-to-end contract lifecycle management. It identifies and eliminates unnecessary services through inventory centralization, remains carrier-agnostic to ensure SMEs receive the best rates possible, manages contracts continuously to avoid rate hikes, oversees the commissioning and deployment of fixed and mobile assets, and negotiates new contracts before they end to cement best possible pricing

Ongoing Expense Management/Bill Payment: OSC is not a re-seller, aggregator, or wholesaler. CLM and MMS go beyond an initial audit and ensure continued expense management that identify erroneous charges and consequently recover billing errors. Furthermore, OSC pays customer invoices in advance and charges in arrears once invoice error money is recovered. It does so without the need for an escrow account. This is to ensure there's ample time for a thorough audit and avoid any late fees and finance charges for the client, which on average is 1-2 percent of total annual telecom spending (source: AOTMP)

Usage Optimization/Cost Recovery: OSC is not a SaaS company and manages the entire process on clients' behalf. It not only conducts up-front contract negotiations but also executes on new contracts. It consolidates all invoices into one document, analyzes and validates all bills, and shares reports to prevent indiscriminate usage. It also evaluates usage trends and business needs, works with carriers to implement optimization recommendations, conducts billing disputes, and confirms the receipt of proper credits

CLM/MMS

CLM and MMS address the needs by delivering all-encompassing solutions, not just a rebranded Telecom Expense Management service. They focus on delivering results by covering expense management, bill payment, optimization, cost recovery, portfolio optimization, sourcing, procurement, service, and help desk support.



► SOLUTION CONT.

Service and Support/Help Desk: OSC has a high help desk staff to account ratio and provides unlimited 24/7/365 U.S.-based support. This has really improved clients' employee productivities, efficiency, and morale

Location Changes (Addition or Divestiture): OSC project manages property acquisition/divestiture, and provisions telecom and IT services on time, and on budget. It is well staffed with specialists dedicated to project management and moves, adds, changes, and disconnect (MACD) activities

► RESULTS

The client was able to gain significant benefits through OSC's implementation of CLM and MMS solutions. Some of the benefits include:

- For wireline, hard savings of over \$11 Million and 157 percent ROI after OSC fees through the course of the eight-year partnership
- For mobile, hard savings of \$650,000 and 546 percent ROI after fees through the course of the three-year partnership
- Soft savings of 15.5 full time equivalents (FTEs) annually
- Successful disputes of \$750,000 to recover expenses after identifying erroneous charges
- Complete inventory visibility of the client's 8,000+ landline assets and 1,000+ wireless devices across multiple regions in an effective single pane of glass
- Optimal portfolio of carrier services and solution mix with agility to accommodate business expansion or contraction
- Centralized sourcing to maintain asset control and compliance
- Twice renewed partnership

Using CLM and MMS solutions for the client, OSC implemented the following:

- Built a comprehensive asset inventory for all landline services utilizing billing, service provider customer service records, and site surveys
- Identified location outliers with excess inventories and implemented quality control measures for procurement, establishing formal approval processes
- Provided a framework for wireline policy to ensure proper approval is obtained prior to ordering of additional services. This measure ensures asset compliance, acting as the single conduit for policy enforcement
- Created a single consolidated invoice for all 7,320 unique invoices
- Audited all monthly invoices to identify erroneous charges and successfully disputed these charges to recover costs
- Provided 24/7/365 U.S.-based helpdesk support to resolve all issues immediately
- Developed framework to ensure compliance measures were in place to avoid future cost creep
- Provided ongoing management for 8,000+ wireline assets, 1,000+ wireless devices, and 1,000+ locations

ABOUT US



One Source Communications was founded in 1996 to provide solutions for its clients to meet their increasingly complex communications needs. It is now the leading provider of fully managed Communications Lifecycle Management for mid-market enterprises. Today, One Source manages more than 1,000 customers, 20,000 business locations, and over one million assets throughout all 50 states in the U.S. In addition to traditional Telecom / Wireless Expense Management services, One Source provides 24/7 local helpdesk, procure and provision telecom/IT, and handle all service requests.

One Source frequently generates triple-digit ROI for customers through contract negotiation, portfolio optimization, and ongoing expense management. One Source's approach empowers businesses to focus on customers and revenue-generating activities.

Why Clients Trust One Source

20% Average annual savings in telecom spend

20,000+ Active locations under management

99% Client retention rate

100,000+ Annual repair and order hours

Average client tenure of 9 years

1,000,000+ Assets and devices under management

150 Dedicated experts, providing 24/7
U.S. - based help desk support