

TelcoOptimiser

Professional firm finds TelcoOptimiser makes dollars and sense

Law firm Simpson Grierson gets clarity on the spend, trends and services of their telecommunications.

The situation

The IS Manager found it near-impossible to get a clear view of the company's telecommunications services and spend. Faced with complex, error-prone and poorly presented invoices, the IS Manager doubted all telco billing, lacked hard information for comparing alternative propositions, and faced top management questions with no real assurance that the answers were right.

TelcoOptimiser offered a way out

First, we completed an in-depth review of their telecommunications infrastructure which fed into an initial baseline report. This detailed all their telecommunications services and identified where changes could and should be made. Then we moved onto providing regular management reports that tracked internal trends, analysed spend and provided professional advice on identified issues.

Immediate Benefits – and beyond

The initial baseline report identified refunds due because of incorrect rate application, potential Disaster Recovery risks, and redundant services that could be relinquished. In all these areas TeleConsultants worked with suppliers to remedy the problems.

The monthly management reports provide Executive Overviews of the company's telecommunications. They track spend and internal trends by appropriate category and alert the IS Manager to any anomalies or spending developments. Additionally, six-monthly review meetings provide information on market changes and trends.

The IS Manager now has billing figures that make sense and can quickly and confidently respond to top management queries about spend, systems and trends. Management can focus, without distraction on the larger IS issues that concern Simpson Grierson.

"TeleConsultants, from the first, has made it easier for our firm to get the kind of information we need to successfully manage our communications. Their initial review identified clear areas where savings could be made. Immediate savings were around \$30,000 and there are ongoing benefits in costs and performance. Their continued involvement means we are confident that we are paying only what we should be - and that we can keep up with the changes in the market."

Val Fogg, IS Director, Simpson Grierson

Contact us now for a sample report and an obligation free consultation

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