
5 COSTS

THAT COME WHEN ORGANIZATIONS DON'T
WORK WITH A TEM PROVIDER



Telecom Expense Management (TEM) has some reputation as an old-school technology that harkens back to the days when organizations needed to manage traditional phone lines, fax machines and similar legacy assets. Those days have slipped behind us, but as they have passed, the need for TEM solutions has actually become more acute.

As Internet of Things (IoT) devices, smartphones and tablets, hosted voice services, videoconferencing and similar tools have emerged, an organization's telecommunications footprint has become inextricably linked with its core IT services.

This added complexity has made dedicated TEM solutions and third-party consulting particularly important in the modern enterprise.

Transparency Market Research predicted that the TEM sector will expand at a compound annual growth rate of approximately 13.5 percent for the period of 2016 through 2024 as enterprise mobility strategies create telecommunications complexity in corporate settings.

These challenges are only furthered by the increased number of millennials entering the workforce. Blue Hill Research pointed out that the way millennials depend on connected devices is creating new complexity that businesses must contend with. When combined

with the IoT, this trend creates incredible pressure to optimize device and cost management to create a smooth, efficient end-user experience.

All told, the modern telecommunications landscape represents a sea change from legacy environments. TEM technologies that provide full visibility into hardware assets, infrastructure, services and every other component of the telecom landscape - be it physical or digital - empower organizations to reduce expenses considerably and deliver a return on investment.





FIVE WAYS A TEM SOLUTION MAKES THIS POSSIBLE INCLUDE:

1. REDUCE IT WORKLOADS

The growing complexity of technology service delivery models can put an overwhelming burden on IT teams. This is especially problematic as everyday IT management can have a substantial impact on security, and overworked employees are more likely to make mistakes. Approximately 69 percent of cybersecurity professionals responding to a survey from ESG Research said that a skills shortage is leading incredibly high workloads. This is a clear sign of overwork, and increased telecommunications hardware and service complexity only takes these problems to another level. A TEM solution automates many elements of service management, including help desk tasks and service level agreement management. TEM technology can also make it easier to interconnect telecom services from diverse solution providers, empowering IT teams to focus on their core competencies and reduce their workloads.

2. DEAL WITH OUTDATED, EXPENSIVE HARDWARE

Many businesses are forced to maintain some legacy systems to meet specific operational demands that newer technologies either cannot accomplish or do not handle as effectively as the specialized, older solutions. In other cases, organizations end up entrenched using legacy technologies because they have lacked the flexibility or capital resources needed to make an upgrade. Implementing a TEM system enables companies to streamline request for proposal processes in order to minimize capital requirements. At the same time, automating support workflows and gaining greater visibility into exactly how their legacy systems are impacting operations allows IT teams to maintain older hardware at a lower total cost of ownership.

3. AVOID INVOICING ERRORS

Telecommunications billing processes can be onerous, complex and overwhelming for IT teams to deal with, especially when they are scrambling to keep up with core infrastructure management demands. Service fees, taxes and other specialized charges can add up quickly, and poor visibility into exactly what these costs will be and why they exist can leave companies spending heavily without fully understanding why. Many businesses have long been paying monthly





telecom bills, sometimes surprised by the scale of costs, but moving forward because they can't control the bottom line. TEM solutions eliminate this problem. They provide complete transparency into what a company is paying for and what they can expect from service providers.

These problems are put under a microscope as organizations become dependent on mobile devices and IoT systems that consume bandwidth on a flexible, somewhat unpredictable basis. This complexity makes it more difficult for companies to anticipate service costs, but the visibility offered within a TEM setup clarifies contract and costing details.

As a result, organizations can quickly evaluate what they should be spending at any given time and why, allowing them to pin down any invoicing errors.

4. KEEP RATES UNDER CONTROL

Businesses often struggle to keep telecom prices under control because a combination of a limited vendor landscape and poor price visibility has left them with limited flexibility. As a result, companies have largely needed to take the price that was offered, with only a small amount of competition for bids. The more varied service delivery environment surrounding hosted voice, video and other telecom services gives organizations new options for cost management.



This increase in competition can, however, contribute to complexity. Request for proposal capabilities offered alongside modern TEM services help companies understand the full scope of the vendor landscape and find the best possible rates.

5. IMPROVE SERVICE FLEXIBILITY

The technological change being driven by mobile devices, the IoT and similar tools is pushing businesses to change their IT capabilities on a more frequent basis. Deploying new apps and services, changing the network to support these solutions and getting new devices set up on the network all put a considerable burden on IT teams trying to innovate on a constant basis.



TEM solutions allow companies to identify and assess all services they subscribe to and manage on an ongoing basis, creating a situation in which business and IT teams are better aligned.

CONCLUSION

Businesses are facing mounting pressure to keep up with a staggering pace of change that leads to disorganization and poor visibility into operations. Working with a TEM provider can help companies gain consistent, credible transparency into every facet

of a company's telecommunications configuration. This adds up to reduced operational costs through streamlined everyday management and fewer capital expenses as organizations get more value through better RFP processes.

TEM tools can reduce telecom costs in diverse ways, and Teligistics is leading this charge. We guarantee an ROI from an investment in our TEM platform and can help your business maximize the value of your technology systems and IT personnel alike.



