

Service: Wireless Expense Management

BENEFITS OF WEM

Key: C¹ = Control / C² = Compliance / P = Policing / E = Efficiencies / CA = Cost Avoidance

Invoice validation and cost apportionment	C ¹	C ²	P	E	CA
Network invoice validation					✓
End-to-end credit management					✓
Bespoke, automated internal recharge report				✓	
Network debt management				✓	✓
Reduction in invoice disputes				✓	✓
Reduction in internal resource time				✓	
Central Point for Mobile Information					
One-stop shop for all end-user billing queries				✓	
On-line information, reducing internal queries and resource time				✓	
Message board, targeting ongoing efficiency drives	✓			✓	
Database Management					
Control to drive efficiencies	✓			✓	
Defined processes and procedures	✓			✓	
Single management point for all divisions	✓			✓	
Improved management methodology to reduce device wastage	✓			✓	✓
Long term user absence management	✓			✓	✓

Policy Management	C ¹	C ²	P	E	CA
Managed policy release programme		✓	✓		
Database management for policy acceptance		✓	✓		
HR support in conducting investigations		✓	✓		
Policing of company policy	✓	✓	✓		
Consistent message across all divisions	✓			✓	
Tariff Management (Optimisation)					
Optimisation of monthly line rental bearing connections					✓
Data package optimisation to reduce costs					✓
Identification and management of unused monthly line rental bearing connections to reduce costs					✓
Understanding of company data profile to optimise contract negotiations					✓
Device consolidation				✓	✓

continued overleaf...

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Personal Call Management	C ¹	C ²	P	E	CA
Resource provided to proactively manage users to maximise monthly allocation & submissions (target 90%)	✓		✓	✓	✓
Opportunity to encourage personal usage in order to surpass network contractual commitments and negotiate improved rates				✓	
Identification of and reporting on misallocations		✓		✓	✓
Clarity of true mobile costs to the business	✓			✓	✓
Churn Management					
Identification and end-to-end management of unutilised devices	✓				✓
Disconnection management	✓				✓
Leaver identification and connection management					✓
Personal Call Payment Management					
Bespoke payroll reporting				✓	
Automation to payroll systems				✓	
Reduction of internal resourcing requirements for finance department				✓	
Bespoke Reporting					
Client-driven, bespoke report building				✓	
Formatted and automated internal reporting, reducing internal resource time				✓	
Monthly dashboard tailored to client requirements	✓				
Compliance					
VAT compliance for HMRC requirements		✓			✓
Complete 3 year audit trail		✓			
Fraudulent use management	✓	✓	✓		
Reduction in time spent monitoring policy adherence				✓	

Management Reporting	C ¹	C ²	P	E	CA
Proactive, expert analysis		✓	✓	✓	
Increased procurement decision efficiencies				✓	✓
Clear visibility across all divisions		✓	✓	✓	
Reduction in management and administrative time				✓	
Management Visibility					
Improved management billing knowledge	✓			✓	✓
Drives a culture of comprehension and responsibility	✓			✓	
All division visibility for contract negotiations	✓				✓
Change decision time reduced	✓			✓	✓
Industry Knowledge					
Independent organisation to assist in contract negotiation/best practice/industry developments/network migration	✓			✓	✓
Enhanced ability to manage key telecom supplier	✓			✓	
Resourcing Burden					
Continuous internal resource burden eliminated throughout term of contract				✓	
Access to industry knowledge and skill sets to improve internal knowledge				✓	