

Service: Wireless Expense Manager

AN INTERACTIVE, WEB-BASED SERVICE TO CONTROL MOBILE SPEND

Organisations are exposed to large mobile phone cost over-runs unless they have a way of continually monitoring and managing their database of users, devices and associated bills.

ttMobiles developed the UK's first outsourced mobile communications management solution. Wireless Expense Manager is a simple, user-friendly service that is proven and trusted in both the private and public sectors.

The development of our online solutions has been driven by our clients and users, and they work with the call data records from any network provider. As a result our clients have saved millions of pounds in billing, staff and resource costs.

KEY FEATURES

Database Management Service

The user / device / cost centre database is managed by ttMobiles' helpdesk, freeing up your valuable internal resource.

The helpdesk assists with end-user billing queries, user and cost centre updates, and follows up personal call declarations, giving a 93% declaration rate across our clients.

Network Billing Import and Verification

Bills are imported, cross-checked and matched to users and your internal cost centre structure. Bills that don't check out are followed up with the network.

Names, not Numbers

Wherever possible dialled numbers are replaced with names, and allocated to business or personal, based on:

- ttMobiles' unique database of 40,000 premium rate and special service numbers
- Your corporate phone list of mobile numbers, offices, suppliers, customers
- Users' personal phone books

continued overleaf...

KEY FEATURES continued

User-centric bill checking

A simple, intuitive system allows users to view their bills online, make personal call declarations and have deductions made directly from salary.

To make the users' task as quick and easy as possible, calls are grouped together for checking, and automatic pre-allocation to "business" or "personal" can be set via:

- User address books
- Time of day
- Call type
- Number dialled

Integration to other systems

Wireless Expense Manager generates automated export files to most popular systems:

- Payroll, for personal calls recovery
- Client billing systems, for recharging
- ERP and accounts systems for cost-centre allocation

Security

Wireless Expense Manager is designed to map onto complex organisational structures, and privacy is ensured by security permissions that equate to your organisation's hierarchy.

Detailed Database

2 years' detailed data is kept online, for in-depth analysis far in excess of the capabilities of networks. (An additional 3 years of summary data are also available.) Extensive reporting is built in, and additional, customised reports can be produced.

BENEFITS

Decreased administrative burden

- Network billing errors are identified and recovered
- Tremendous saving of costs, finance department time and users' time compared to paper or spreadsheet-based billing methods

Enhanced accountability for costs

- Managers become accountable because they are given clear insight into their departmental spending
- Users become more cost-conscious through visibility of their expenditure
- Errors are more likely to be detected and reported because users and managers are inspecting their bills

Direct cost recovery opportunities

There are measurable, cashable savings to be made through:

- Detection of network billing errors (typically 6% overbilling is found)
- Recovery of personal call costs (typically 26% of costs recovered)
- Opportunity to re-bill the cost and time of calls to clients

Regulatory and environmental compliance

- Reduced carbon footprint through the elimination of paper bills
- VAT compliance audit trail

Improved information

A managed database of users and devices, continuously updated means decisions can be based on facts, not assumptions.