

# Telecoms Management

The most  
effective way  
to keep your  
telecom costs  
to a minimum





# Intro/Audit

Telecoms management is the most effective way to keep telecommunication costs to a minimum and organisation-wide networks working optimally.

Segmentation provide a historic billing audit service that will highlight areas where you may have been previously overcharged and includes checks in to the following elements as a sample of what we investigate:

- Connection charges
- Negotiated/contracted rates
- Minimum charges
- Call set up costs
- Rentals and maintenance
- Wrongly applied charges
- Duplicate charging

Incorrect charging may have occurred across any area of your telecoms estate, for example: -

- PSTN Calls & Rental Charges
- Equipment Rental & Maintenance Charges
- Private Circuits, Leased Line or VPN Network Charges
- Freephone or other Non-Geographic Inbound Number Services
- Mobile Charges for Voice or Data Services

An audit of these areas will highlight any unnecessary expenditure and inefficiencies within the network and allow you to immediately start saving money.

# Contract renewals

Segmentation offer a bespoke service, working with you when any telecommunications contract is up for renewal. The Segmentation management service means that you are always kept abreast of upcoming contract renewals for suppliers, equipment, lines, maintenance and tariffs.

Segmentation advises and leads on contract renewal and our expertise in the area ensures that you receive the best advice, allowing you to streamline your telecoms, at the best cost and in a way that means your organisation's telecoms work for you optimally.





## Supplier negotiations

Over the years, all of the major telecoms companies have encountered a great deal of change. This has regularly affected organisations as their Account Team personnel have changed and suppliers have opted to carry out more desk based Account Management to reduce cost.

As such, many organisations have greatly suffered because of this, by

not being given the best advice, or being made aware of the best solutions, or tariffs available.

Segmentation offers a bespoke service, leading on supplier negotiations on your behalf, guiding you through the many suppliers and tariffs, advising you on the option that best fits your business requirements and saves you money.



# Leavers/joiners

When it comes to telecoms wastage, nothing squanders money like turnover of staff. Redundant lines, mobile and data contracts and equipment all add up to needless expenditure unless properly managed.

Part of the Segmentation service is to manage the leavers and

joiners in your organisation in order to ensure that every area of your telecoms is streamlined and correctly overseen.

Informing incoming staff that you have an external specialist managing your telecoms expenditure can have a significant impact on your costs.

# Outsourced Telephony department

There are many benefits and very few downsides to outsourcing your telecoms.

- Reduction in employee costs.
- An ongoing overview of suppliers and services, avoiding the extra costs associated with buying things in piecemeal.
- Peace of mind that your provider is up to the minute about products, services, tariffs and technology.
- Constant review of billing and usage
- Easier to enforce and oversee personal usage protocols

Segmentation works in partnership with organisations on an ongoing basis, ensuring efficient and cost-effective telecommunications.







## Summary

Segmentation provide an ongoing Cost Management Service which manages all elements of your expenditure on a regular basis. Through periodic reviews, we

work with you on a program to maximise best value from your telecoms services whilst maintaining reliable service.



**Segmentation**

Telecoms management

**your knowledge partners in telecommunications**

Contact us to discuss how we can help your organisation

[www.segmentationgroup.com](http://www.segmentationgroup.com)

# Case study

## GE



GE is a global giant of long standing with a variety of products and services in diversified technology, media and financial services.

Throughout its history, GE has always been well known for its dynamic style, but due its de-centralised structure all control of telecoms and telecoms costs had been lost in the UK.

With over 60 business units and 200 sites throughout the UK, GE spent £10 million per annum on telecoms across more than 20 suppliers. As part of its network, GE ran a voice dial plan which extended to 300,000 internal telephone numbers throughout the UK, part of a 10 million number dial plan globally and its voice and data network extended to almost 6,000 telephone numbers, 300 inbound non-geographic numbers, 500 leased lines and more than 4,500 mobiles.

GE had a small Corporate Telecoms team and some of the businesses operated their own Telecoms Departments in isolation, but due to the number of changes the business had gone through over the years, key people decided to create an internal bullet- train to establish how much could be saved by the organisation working more collaboratively together to

understand the full extent of its telecoms landscape and harnessing its full buying power. Accordingly, Segmentation were brought in to assist and consult on this process.

Segmentation visited each GE business to review the telecoms infrastructure in place, establish the suppliers they were using and how much they spent on an annual basis.

This was no easy task, as with many companies of their size that have grown and diversified over time, supplier invoices were kept in a number of media formats and filed at multiple locations. Contractual and site documentation was non-existent in a number of cases.

Segmentation created a central repository and a database of all elements was brought together. An asset inventory was created of all the telecoms equipment in use and a supplier and expenditure audit containing a number of ways to look at usage patterns was developed.

This showed both a corporate view of the information and a breakdown by business, together with the ability to run queries on the amalgamated data that had been collected. This structure and analysis enabled GE to save £4.2 million on Telecoms costs



## Segmentation

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