

MANAGING TELECOM COSTS with a Telecom Services Review

Industry experts estimate that if your Company has not reviewed Telecom Service costs over the last two years, there is an 80-90% chance you are being charged above market rates. Moreover, the average business pays over 10-20% more on telecom services. If your business has not done a review in two years, you could save 50% or more.

All companies can gain from reviewing present and future telecom service needs, and often don't have the resources to do so. Managing company offices' infrastructure and critical business specific technology projects can absorb IT staffs' limited time. They have little time to gain the necessary expertise, let alone evaluate telecom service needs and costs. IT and accounting group processes often fail to reconcile services received with charges incurred. Berlin Pacific can help you manage these issues.

Berlin Pacific helps companies manage vendor costs. We're vendor neutral and work for our clients. We primarily focus on indirect spend categories.

You can cut costs and keep or improve service if you restructure vendor spending appropriately. We can help.

Telecom Services Review

Berlin Pacific offers a thorough review of your telecommunications services. The review cycle contains three steps - Telecom Assessment of present services and business requirements, Telecom Cost Review, and the Telecom Plan for reducing costs and upgrading service.

We understand how business processes depend on unique and commodity telecom services. Berlin Pacific reviews all telecom services, from voice to data, and headquarters to home office. Also reviewed are the cost and need of all telecom services – local and long distance service, data lines, conferencing, and unused lines or services. In addition to telecom industry rate cutting, there are many new value added and less expensive alternative services available. When clients receive our Telecom Plan they are shown areas of opportunity for cutting costs. If the opportunity for savings is there, they can choose Berlin Pacific to manage the implementation of the recommendations.

Knowledge and Experience

Berlin Pacific expertise stays current with telecom industry services, technology, and pricing. We have a network of experts to provide cutting edge services and the best price on commodity services. We are not a vendor committed to selling any one product or service, and this allows us to provide our clients with objective advice on maximizing telecom service value. Our goal is to unlock value for clients by ensuring their telecom services match business requirements and optimal pricing.

Committed To Results

We want our clients to get results. We do not charge clients up front fees for our Telecom Services Review. Our clients' ongoing annual cost savings more than pay for implementation fees.

Sample results for clients include:

- 45% reduction in T-1 costs
- 93% reduction long distance costs per minute
- Savings of 1,450 dollars per employee per year
- 68% reduction in toll free costs
- 50% reduction in internet costs
- 25% reduction in local toll costs
- 42% reduction in switched LD minute costs
- 50% excess capacity identified
- 50% reduction in WAN costs

Telecom Service Review Phases

Telecom Assessment

The initial phase involves understanding your business requirements for telecom services. The next step involves surveying managers to discover which services are being used or are desired, and at which locations. Vendor bills are gathered to identify the company's telecom service costs and billing structure. This allows Berlin Pacific to document the existing and future telecom needs of the client, without distracting the client from their core business.

Telecom Cost Review

Having assessed the existing and future services and requirements, existing services are reviewed to determine if they meet your requirements. As part of this process we look for unused services and superior alternatives. We determine market rates for each of the customer's telecom services in their area, including the following services for all company offices:

1. Voice lines
2. Data lines
3. Internet connectivity
4. Long distance charges
5. Toll Free/800 numbers
6. Conferencing
7. Wireless
8. International voice and data
9. Hardware charges

Telecom Plan

We create a comprehensive report summarizing opportunities for savings, as well as detailed breakdowns of individual services and costs. We provide details on where charges can be reduced to market rates, and actions required to implement the cost reductions. This can include changing vendors, negotiating with existing vendors, terminating services, and adding new or alternative services.

To support present and future business needs on a per location or enterprise basis, we may also recommend new or improved services:

- a. Integrated Voice and Data lines
- b. Upgraded WAN lines
- c. VOIP (Voice over IP)
- d. VPN (Virtual Private Network for Data and Voice)
- e. Security and Network Management Outsourcing
- f. Security Audit Automation
- g. Disaster Recovery Planning
- h. Off-Site Data Storage
- i. Web and Application Hosting
- j. Equipment replacement/upgrade



- k. Network Restructuring
- l. Conferencing (Web and Voice)
- m. Home and Mobile Office Solutions

After receiving the Telecom Service Review, the client can use Berlin Pacific to implement the recommended changes. We know that telecom and network services exist to serve business needs, and changes have to respect people and organizational issues. Implementation may include – working with vendors to eliminate unnecessary services, negotiating new contracts for better prices and services with existing or new vendors, coordinating the seamless installation of new services, and managing existing service changes with vendors and staff.