

## TELECOMMUNICATIONS EXPENSE MANAGEMENT SERVICES



Telecommunications services represent a significant expense to all organisations. Managing this expense to achieve maximum value from an existing investment is a crucial corporate governance issue. Gibson Quai • AAS has developed an approach to Telecommunications expense management that encompasses the complete life cycle of a Telecommunications services supply contract.

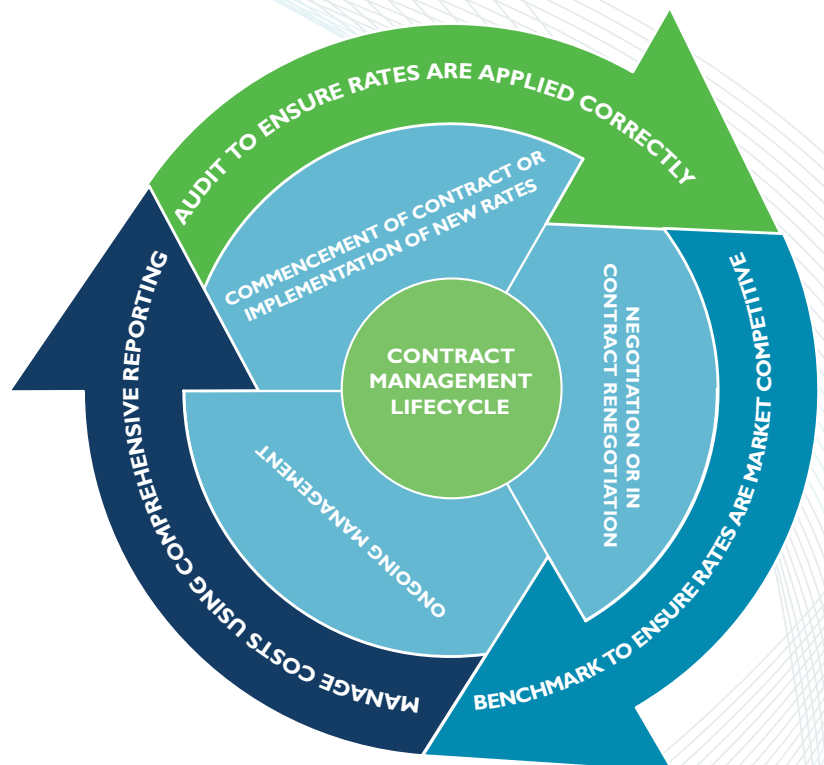
Contrary to popular belief, negotiating a good contract with a carrier is not all that is required when aiming to reduce Telecommunications expenditure. It is equally important to ensure correct rates are charged for negotiated services, rates remain competitive over the life of the contract, and all services are executed effectively. In addition to helping organisations negotiate favourable pricing from the outset of a contract, GQ•AAS services also ensure competitive prices are maintained and that services are utilised effectively and billed correctly throughout the contract period.



### EXPENSE MANAGEMENT SERVICES

Telecommunications expense management services that GQ•AAS offer cover the full contract management life cycle as shown, incorporating the following services;

- **BENCHMARKING**
- **BILL AUDITING**
- **BILL REPORTING**



## BENCHMARKING

The GQ•AAS benchmarking service allows businesses to compare pricing of fixed voice, mobile, and data services with prices negotiated by organisations of similar profiles.

GQ•AAS has a substantial database of the Telecommunication spend of major organisations against which individual organisations can be benchmarked.

Regular price benchmarking allows organisations to continually assess the competitiveness of a contract, and when combined with in-contract benchmark price adjustments, will ensure competitive prices over the life of the contract.

The GQ•AAS benchmarking database is the most extensive and up-to-date Australian database available and contains information on more than 150 client organisations, including many of Australia's top 100 organisations. GQ•AAS advanced benchmarking software and modelling techniques can provide results specific to any organisation's network and allow for the analysis of both carriage and managed services.

## OUR CLIENTS

GQ•AAS's Australian expense management clients include State and Commonwealth government departments and major corporations.

|                  |                   |                  |                                  |
|------------------|-------------------|------------------|----------------------------------|
| AMERICAN EXPRESS | COMMONWEALTH BANK | IAG              | MULTIPLEX                        |
| ANZ BANK         | COLES/WESFARMERS  | MEDICARE         | QANTAS                           |
| BLUE SCOPE STEEL | CSC               | MLC              | STATE & COMMONWEALTH GOVERNMENTS |
| CENTRE LINK      | HAGEMEYER         | NSW POLICE FORCE | WOOLWORTHS                       |

For more information please contact **Jonathan Jones** on (02) 8297 4616 or [jjones@gqaas.com.au](mailto:jjones@gqaas.com.au) or your local State representative.

## BILL AUDITING

In an increasingly competitive Telecommunications environment, carriers are more frequently offering corporate and government clients customised tariff arrangements. Such contracts are in lieu of traditional pricing structures based on carrier standard form of agreements (SFOA) tariff structures. Carrier billing systems struggle to accommodate this flexible tariffing environment, with most contracts being unique with respect to pricing and billing requirements. Billing errors in excess of 15 percent of a contract's sum are not uncommon. At the same time, organisations are increasingly focusing on corporate governance practises, including total Telecommunications cost management strategies.

GQ•AAS offers a comprehensive Telecommunications auditing service designed to give organisations the confidence that services are always billed correctly and employed efficiently. GQ•AAS's custom-built auditing software is specifically designed for Australian carrier billing feeds and provides cost-effective, efficient, and reliable analysis of billing rates and service usage patterns.

## BILL REPORTING

An integral part of any effective Telecommunications management strategy is to understand how services are being used. GQ•AAS has developed an interactive web-based reporting application to service industry demand for a flexible and cost-effective solution to meet client requirements for telecommunications cost management and broader corporate governance.

The GQ•AAS Bill Reporting Service is capable of processing electronic carrier billing records from the many carrier proprietary formats and facilitates assurance over the accuracy of the billing. The reporting service maintains a centralised inventory database repository and provides management information about an organisation's Telecommunications spend and assets.

The GQ•AAS Reporting Service offers a fully outsourced approach to Telecommunications bill management and service inventory accounting. This removes the requirement for enterprises to purchase in-house, computer-based solutions, and to employ and train specialised staff to operate such a system.

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