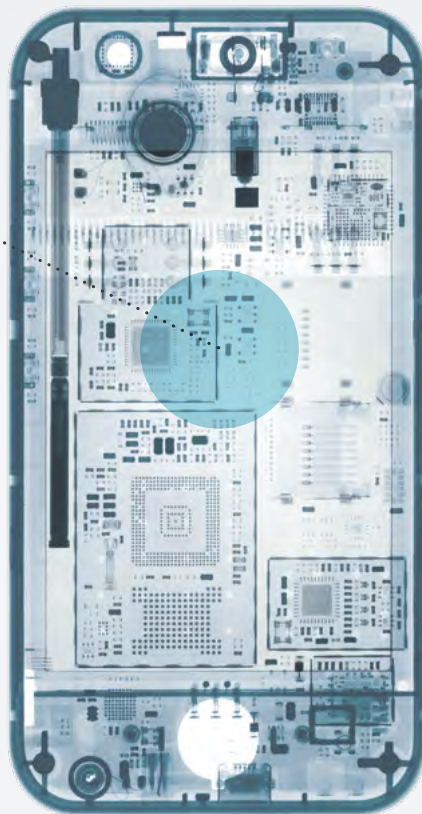


Below the
surface of
telecoms





EVERY SECOND COUNTS

You'd be forgiven thinking that a company's telecoms bills are relatively simple to understand and errors would be obvious. For example, your staff use their company mobiles, you then get charged for the calls based on an agreed rate. It's clear from speaking to PCMG's Telecoms specialists Adam Metcalfe and Allan Slater that this is far from the truth:

"Something many of our clients find hard to understand at the start of a project is how on earth we can find any money to recover. They tend to think that a supplier is delivering a fixed service and it'll be correct." says Adam. "It's almost never the case though. It's not usually deliberate, it's just that there are so many people in the food-chain that errors are inevitable, which is where we come in."

The complexity of typical tariffs and the number of lines involved in a large organisation's contract can see overcharging creep in. *"Because of the complexity, some providers will build what appears to be overcharging into contracts.*

For example we've seen the use of rounding up or say, charging by 45 sec blocks in their charging model and not making it obvious." explains Allan. "However, this might be due to a simple mistake where an old model of charging for a project isn't updated and continues with everyone oblivious." It would seem to be then, that with large organisations there can be excessive charging that goes undetected for long periods, due to historical, human error.

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A common scenario of overcharging appears to be where automated systems are increasingly relied upon.



Allan Slater
Head of Telecoms
Managed Service

"Many customers see large telecoms bills every month, and as long as they are comparable to the last one, they're assumed to be correct and get paid. We never make that assumption." smiles Adam. In fact, a common scenario of overcharging appears to be where automated systems are increasingly relied upon to manage high value services. There is a false assumption that because the services are becoming smarter then the systems managing them are too. *"During one engagement, we found an ex-employee - who had left the organisation two years previously - had 6 active phones for which the company was still paying."* explains Allan.

So how is it possible for a large company to not notice substantial overcharging? *"Typically a long term loss will be a drop in the ocean relative to their turnover. **You would think an overcharging error of say £300,000 would be noticed but often a sum like that is usually completely missed.**"* says Adam. Historical recoveries and ongoing savings such as these are part of the **£244m telecom spend returned to PCMG's customers** over the past 25 years, typically looking at the last 6 years of billing on a no-risk revenue share basis.

Experience has also shown that relationships between suppliers of telephony services and clients can be a causal factor in overcharging. Individuals within client organisations are sometimes reluctant to call in a specialist auditor like PCMG in case a good relationship based on trust is undermined.

"Despite the positive relationship, commercial imperatives dictate that the supplier will of course keep you on a rate that's as advantageous to them as possible - we've all experienced that at home with our domestic bills. The market's very volatile with published rates changing all the time, so with the day-to-day pressures of running a large business, clients don't always have the time and resource to pick up on it. It can be very costly." Allan explains.

Apart from recovering overcharges, PCMG will also manage clients' costs going forward and will often recommend methods to address staff behaviour rather than purely obtaining the best contractual arrangements. Allan explains: **"I've seen a customer's bill drop by 15%** by being able to email users their spend each month and show trends over a six month period. The crucial information is the comparison to others on that bill" he says, adding *"knowing that you spend more than your peers, and that your boss knows that too - all the way to the top in fact, makes you think again about how best to use these company assets"*.

What advice would you give to ensure costs are managed effectively and at the best tariffs available? Adam summarises: *"Well clearly an entirely independent audit of existing and historical billing would be the first step to recover overcharges. However, we also offer a future-proofed approach that seeks to manage all telecoms services going forward using Telecoms Expense Management or TEM. It ensures that your telecoms costs and services are regularly scrutinised, checked and optimised so the kind of billing errors and overspend we see regularly simply can't happen."*

DIG DEEPER AND FIND OUT MORE ABOUT US ON PAGE 4 >

Depth like no other.

PCMG is a world-class consultancy in financial health for organisations. Many companies are slowly bleeding precious cash through billing errors and hidden contract anomalies.

Our job is to restore financial health and maintain it for the future by looking more deeply at your operational expenditure and thoroughly checking every detail.

Our telecoms specialism is at the heart of what we do. By employing the leading specialists in this complex area of cost management, we'll identify and stop cashflow leaks in their tracks, seek to recover your money and optimise future arrangements.



To date
we've **recovered**
OVER £244m
in **telecoms errors**
for our clients.

Cost Recovery & Optimisation

At the core of our offering; an audit of historical and current telecoms billing data, for identification of cost recovery and ongoing savings opportunities, including the management of disputes.

We will analyse all billing data, line by line, using a combination of expert auditors, proprietary analysis software and site surveys carried out by ex-BT Engineers.

How the **PCMG Telecoms** Audit works

The audit is in three stages:

- **Data collation:** We obtain all the billing data we need from your suppliers and load it into our proprietary analysis systems
- **Analysis:** We'll examine every single line of data for billing and set up errors and other cost recovery opportunities
- **Cost recovery:** We'll produce, submit and agree all claims with your supplier

PCMG Telecoms Expense Management

The expertise gathered over 25 years of looking more deeply into our clients' telecoms spend has secured over £244m in refunds and savings. It all means that we're uniquely qualified to offer an end-to-end suite of Telecoms Cost Recovery and Telecoms Managed Services.

Our partnership with you in managing your telecoms estate will see us become an extension of your in-house team, in transparent collaboration across the total lifecycle of your devices and network.

Spend Management

Managing costs across your fixed and mobile fleet and your IT assets can present a complex challenge, especially if they're spread across numerous territories. To give you complete visibility and understanding of your inventory, we'll load and examine your invoices from all your carriers, within all the markets your business is active.

We'll then provide invoice processing reports providing comparative analysis with previous spend & usage and on-site fixed wire inventory audits for all / major sites.

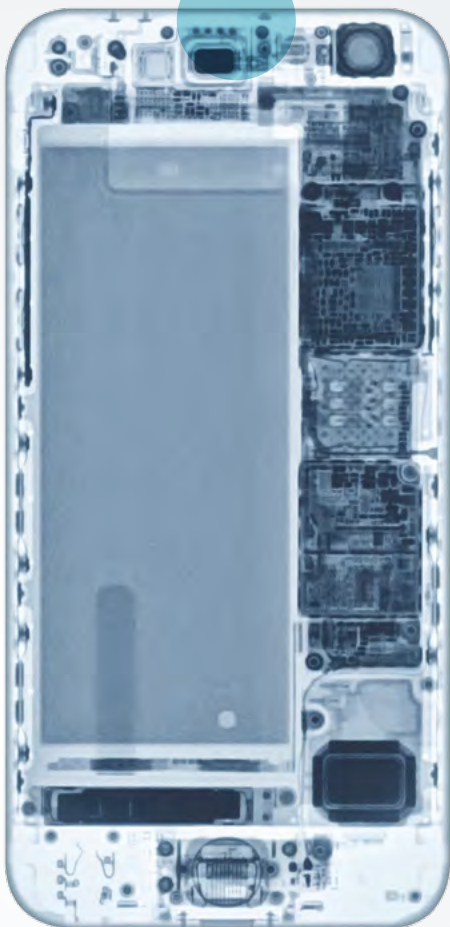
Spend Intelligence

We'll provide you with KPI reporting via dashboards, allowing true cost visibility, deeper insight and better-informed business decisions.

We'll also give you an End User portal and / or Spend Awareness emails to push the accountability for telecoms costs down throughout your organisation to the cost centre managers and service users.



We ensure
our clients get
**the best deal
possible**



Procurement & Sourcing

Using the End User Portal to allow tightly controlled ordering, we'll work together to ensure changes to inventory are only from your authorised catalogue of devices and services. We also provide fulfilment using a leading global distributor.

To ensure you get the best deal possible for your organisation, we'll support you in Request for Proposal creation, using our industry experts to help you to secure the right specification for your unique needs.

Consulting & Strategic Transformation

Talk to a member of our team about a specific challenge you're facing and we'll work with you to solve it. It could be that you're looking to extend your capabilities using technologies such as integration with Mobile Device Management (MDM) and real-time monitoring of usage on smartphones. We can also help to ease operational burdens by incorporating Single-SignOn (SSO) and HR integration.

Training & Development

Training is offered for regular admin users, with updates as we continually look to enhance software tools.

We will also deliver bespoke training for your own team, and provide End User training materials, empowering your training team - why not discuss a telecoms issue you're facing with a member of our team?

Profiles

Adam Metcalfe

Manager, Telecoms Analysis

Adam has 12 years' experience, all of which has been for PCMG conducting Cost Recovery and Optimisation Audits. He heads up a team of 8 Telecoms Analysts and has worked on some of the UK's biggest telecoms users on their Private Circuit bills. Adam has recovered over £20m in his time at PCMG, and implemented annual savings of approx £2.5m. Adam holds a 1st Class Honours degree in Mathematics.



Allan Slater

Head of Telecoms Managed Service

Allan has worked in Telecoms for 23 years, covering both the cable industry (Virgin Media) and mobile (independent start-ups and Vodafone) with a focus on Information Technology, Project Management and Managed Services. Immediately prior to joining PCMG, Allan led the Telecoms Expense Management managed services offered by Vodafone Global Enterprise to the largest of global multi-national corporations and is using this experience to build a Telecoms managed services suite within PCMG.

Next steps

To look more deeply beneath the surface of your telecommunications expenditure, contact our **Business Development Team**

+44 (0)1772 675100 | www.pcmg.co.uk

for a **free consultation** on how we could help your financial health recover.