Air Arabia implements UniServe™ STEM to monitor, analyze and control their telecom spend

Air Arabia is the Middle East and North Africa's first and largest Low Cost Carrier (LCC) and also first publicly listed airline in the region. They have their reach over 101 destinations spread across the Middle East, North Africa, Asia and Europe.

Challenges

- Need for a centralized control over their enterprise–wide telecom expenses across various lines of business like Mobile/Fixed/Broadband. Earlier, it was not possible to connect to different databases and applications and create a single source of information, which would have helped them to have unified view.

- Need for greater visibility by synchronizing telecom expenses for the entire organization. It was difficult to create multi-dimension reports, perform analysis and publish the information to business for decision making

- Streamline the process of managing telecom expenses to raise disputes and to reduce overall costs on telecommunications

Solution

UniServe™ STEM receives CDR files of billed and unbilled amounts from Cisco switches. Our in-built adaptors have the capability of standardizing data, consolidating the information from multiple applications, and generating a single XML file that can be used for reports and analytics.

UniServe™ STEM accesses different data sources to receive information and then provides a web interface which has a dashboard and helps in monitoring enterprise-wide telecom expenses.

User with relevant access permissions can create cost centers which are multi-level organizational/departmental hierarchies and individual connections can be attributed to the cost centers across multiple lines of business. There is a workflow provision which helps in creating permissions and attributing data. Users can allocate budgets and track expenses.

Consolidated/individual reports (across LOBs) can be created and published to relevant user groups/individuals for reference. Business users can subscribe to specific reports to receive updated information.

Internal stakeholders can have greater visibility of telecom spend and they can now have better allocation of budgets by choosing best plans based on the spend analysis.

UniServe™

Listed here are some of the reports, including, but not limited to:

- Comparative analysis
- Historical trend
- Spend vs. budget
- Personal vs. official calls
- Ad-hoc reports
- Drill-down analysis
- Spend pattern
- Activity and audit logs

Benefits

- Reduced telecom expenses through a comprehensive view of the enterprise wide expenses
- Better control and optimization of allocated budgets
- Saved cost through the elimination of unnecessary services
- Rate plan optimization to choose better corporate plans based on the usage analysis
- Greater visibility of telecom spend to internal stakeholders enabling the selection of best plans based on spend analysis, thus ensuring better allocation of budgets Ability to perform reporting and analytics on their own made the spend more visible and hence greater control and information for decision making
- Automated the processes of invoice management and alerts
- Reduced disputes and helped them make timely payments.

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