Monitor, Analyze and Reduce Your Telecom Expenses

UniServe™ STEM (Smart Telecom Expense Management)

Voice and data services are the most significant players of any business operation in this digital age of instant communication. Enterprises of any size typically use a wide array of telecommunications-related services ranging from toll-free numbers, e-mails, local & long-distance telephone services, wireless services, mobile, video and voice conference services with 3G/4G data connection, inter-office networks, routers, switches, wire line services and many more. All these different services combined add-up to a significant portion of a business' cost of operation.

IDC Research Group research reveals, "Telecommunications costs are on average not only the second largest indirect expense, but also the third or fourth largest expense overall for a business." Out of such staggering escalating costs nearly 7-12% were in error which amounts to an average of 2-3 million USD that can easily be saved every year.

Impact of UniServe™ STEM:

Reduction of telecom service expenses   **Control over telecom expenses across departments**   **Risk Reduction**   **Indirect Savings**

Our smart telecom expense management (STEM) helps you scrutinize telecom expenses, have better visibility and greater control over communication expenses.

Solution offering:

Hierarchy Management

Different cost centers, departments, employees, and equipment can be mapped to the organization hierarchy covering multiple locations. You can assign budgets both at the cost center level and the individual user level.

Invoice Management

Organizations receive thousands of invoices monthly for the telecom assets and services consumed. They require exact and up to date reports on expenses incurred on telecom usage. It is a challenge because there are many agreements and associated negotiated corporate rate plans to validate the billing charges. Processing, validating, and auditing of all the invoices is an extremely cumbersome task. Inefficient processing can lead to late payment penalties and uncontrolled service disconnects. Using Intense solution, organizations can have a view of all the billing charges at one place with a drill-down analysis information and have better control over telecom charges across departments.

Dispute Management

The user interface provides the functionality to raise disputes against the charges billed by the telecom service provider. A dispute tab against each invoice is provided to raise dispute which upon clicking provides a pre-filled e-form to raise dispute with a box to add more comments by the user.

- User can generate a report of disputes tickets, save, export or print the report
- User can raise a new dispute from this interface by clicking raise new disputes

Reports

UniServe™ STEM provides a wide array of pre−defined reports and analytics options across multiple data attributes received from various data sources. Reports are pre-categorized in the form of buckets (for instance: Standard Reports, Top X, Management Reports, Trend Analysis Reports, File Exports, Bill Analysis, Historical Reports, Custom reports and many others) and published to relevant users / actors at a specific time interval with the help of report scheduler feature.

With in-built reports query which has drag and drop features, you can easily create various ad hoc reports.

Analytics

Analyze the charges across departments and locations, compare the charges across cost centers, months, and different accounts. You can analyze the trend across the months, services and departments. User can identify / segregate personal and official calls and do spend vs. budget analysis. This helps in proactively planning telecom budget.

Alerts

Admin users with relevant access permissions can map the event source to trigger the specific alerts. Send alerts based on usage limit and payment deadlines.

Benefits

Reduce Telecom Expense by

- Implementing controls
- Better allocation of budgets by choosing best plans based on usage
- Rate plan optimization helps in choosing best service providers
- Eliminating unnecessary services & unauthorized procurements

Reduce operational complexity by

- Having a unified view of bill information across lines of business for auditing , alerts, and report generation
- Managing multiple telecommunication services and service providers

Have greater control over your telecom spend through

- Complete visibility into corporate assets, expenses, contracts, and vendor data
- Enterprise wide reporting and analysis of expenses
- Consolidated view of spend across multiple service providers
- Centralized control of communications (across locations, lines of business, departments)
- Proactive telecom budgetary planning

In10s

Our intensity. Your agility.

Intense Technologies Limited

www.in10stech.com

CORPORATE HEADQUARTERS

INDIA

A1, Vikrampuri
Secunderabad - 500 009. Telangana, INDIA
Tel: +91-40-44558585/27849019/27844551
Fax: +91-40-27819040
e-mail: internationalsales@in10stech.com

EUROPE

UNITED KINGDOM

200 Brook Drive, Green Park,
Reading UK, RG2 6UB
Tel: +44 7825 664 259
e-mail: internationalsales@in10stech.com

AMERICAS

UNITED STATES OF AMERICA

10481 NW 36 Street,
Miami FL 33178
Tel: +1 954 545 2037, 305 509 1250
e-mail: internationalsales@in10stech.com

ASIA PACIFIC

SINGAPORE

9, Temasek Boulevard # 19-05
Suntec Tower 2, Singapore 038989
Tel: +65-8288-1859
e-mail: internationalsales@in10stech.com

MIDDLE EAST AND AFRICA

UNITED ARAB EMIRATES

Hamriyah Free Zone,
P.O.Box 53142, Sharjah
Tel: +971-4-2653202 / 56-6499568
e-mail: internationalsales@in10stech.com