Telecom Lifecycle Management Solutions
TEM Managed Services

At a Glance

- Significant Telecommunications Cost Reduction
- Increased Operational Efficiency and Effectiveness
- Business Cost Alignment and Visibility
- Increased Insight and Leverage

Overview

The Challenge

Few enterprises have a detailed understanding of how much they are spending on telecom equipment and services or with whom. Although changes in technology and organizational management have been extraordinary in a marketplace of skyrocketing costs and increased regulatory pressure, new innovations have lagged in providing the capabilities to effectively manage and plan for emerging communications environments. Today's challenges with managing a network range from keeping a single centralized inventory of all the network components, to the inability to effectively manage multiple locations within the enterprise.

The Reason

Those responsible for telecommunications management and purchase decisions have traditionally been widely decentralized and have had access to limited tools. Now, telecommunications management is swiftly coming under tighter scrutiny due to their strategic impact and operational value to the enterprise. Whether purchasing or managing assets and associated services, an ongoing management solution will achieve both network and cost optimization opportunities with a complete view of the communication assets.

Solution

NEC's TEM (Telecom Expense Management) Managed Services, powered by MTS AnchorPoint, extends NEC's Remote Managed Services by centralizing business intelligence with network intelligence in a single customer portal. The service offers a fully integrated applications software suite and set of outsourced services providing enterprises the ability to manage their communications environments and related costs. Specific telecom expense lifecycle capabilities include ordering and provisioning, inventory tracking, invoice auditing and bill management, payment and allocation, chargeback reporting, contract management, rate negotiation and dispute resolution management.

NEC's TEM Managed Services encompasses the business processes conducted by the network and IT departments to deploy, manage and optimize enterprise network communications and related management costs. TEM is a natural extension of NEC's NOC services through centralizing business intelligence, by providing access to both network and financial information in one customer portal.

Benefits of NEC's TEM Managed Services include:
- Significant Telecommunications Cost Reduction
- Increased Operational Efficiency and Effectiveness
- Business Cost Alignment and Visibility
- Increased Insight and Leverage
- Support for Converting to Next Generation Technology (i.e. VoIP)
- Interfacing with Enterprise Applications including GL, AP and HR

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Asset Management

- Supports a varied and flexible voice, data, and wireless environment
- Manages contract information including term and rates
- Manages voice and data circuits, connectors and networks
- Generates chargebacks for all telecom services
- Generates reports on data services
- Provides tools to ease database maintenance
- Integrates with other NEC TEM modules

NEC's TEM Asset Management can help manage all your network circuits and voice, data and wireless equipment. You will not only know where your assets are and how they are being used, but by whom. TEM Asset Management creates and maintains an accurate inventory of voice, data, and wireless assets and who will be charged for the associated services. Asset Management provides visibility to asset costs, enables future telecommunications costs to be accurately forecast, provides a "baseline" of information for analyzing future purchases including VoIP, maintains the contract information critical to auditing invoices and integrates with NEC's TEM Service Order management or your help desk application for managing change.

Invoice Management

- Supports an environment with user-specific requirements
- Provides a secure environment for invoice automation
- Manages invoices by searching for various criteria
- Flags discrepancies and disputed invoices
- Manages vendors by remit address, email, etc.
- Manages chargeback
- Integrates with your AP system
- Minimizes data entry and system administration time
- Creates reports on call accounting and call processing
- Creates reports on calls, utilization and traffic
- Develops chargeback reports for web posting and email delivery
- Includes tools to ease database maintenance
- Integrates with other NEC TEM modules

NEC's TEM Invoice Management is a paperless process that allows management of invoices to uncover large and small billing errors. It also maintains records of all invoices, automates the validation, approval and exception processes, and allocates charges to the appropriate cost centers.

Usage Management

- Processes long distance and wireless vendor billing files
- Supports an environment with multiple switch types
- Allows for flexible call grouping or pegging
- Provides for flexible and comprehensive call costing
- Manages rate and location tables
- Provides chargeback for voice services and usage

To reduce telecom costs, it's first necessary to determine usage throughout the enterprise and then make certain that usage is charged to the appropriate business unit. Then, if necessary, user behavior can be modified to reduce expenses.

NEC's TEM Usage Management tracks usage of PBX and VoIP systems, wireless users, long distance, 800 numbers, calling cards, and conference calls to establish accountability and chargebacks.

Dashboard & Ad-hoc Reporting Tools

- Central repository with quick access to relevant information
- Graphical trend analysis through multiple methods
- Customization for individual users
- Benchmarking tools to monitor internal performance
- Pre-built Key Performance Indicators (KPIs)
- A best-in-class user interface that allows anyone to create reports
- 200 standard reports that can be scheduled for delivery

Business Analytics & Reporting

NEC's TEM Business Analytics & Reporting provides the information and business intelligence for your communications environment to mitigate risk and to increase efficiency and agility.

TEM Business Analytics alert users to problems and provides a drill-down ability to discover contributing factors. It also allows visibility to financial controls for communications expenses and provides customizable access to data.

Map-to-Win℠ – A Strategic Consulting Approach

Map-to-WinSM, powered by MTS AnchorPoint, is NEC's strategic consulting approach that enables organizations to effectively align their business goals with people, process and technology investments to assure the success of their expense management initiatives. Our proven process has enabled customers to rapidly implement and adopt TEM technology and achieve groundbreaking results.

NEC TEM offers a wide range of Consulting Services including:

- Asset and Historical Audit
- Wireless Optimization & Policy
- Contract Negotiations
- Contract and Rate Audit
- ROI Discovery