

Avotus Alleviates Medical Device Manufacturer's Telecom Problems

Avotus Advantages

International currency/conversion capabilities

Consolidated seven different legacy applications

Avotus will receive and input paper and electronic invoices from over 50 carriers from around the world

With 28,000 employees across 30 countries, how do you manage the telecommunications infrastructure and expenses for manufacturing, R&D, sales and support departments?

Business Issues

With so many offices spread around the globe, this company needed a way to consolidate and manage the information and billing from dozens of different communications vendors. Their three existing systems in place for usage management (Americas, Asia Pacific, and EMEA), were incompatible and ineffective. The company sought a solution from Avotus that would unify their global communications management making it accessible to corporate users around the world via the Web.

Solution

Choosing Avotus' hosted Expense and Usage Management solutions for their global operations freed them from further hardware investments and additional system administration responsibilities, while also providing:

- detailed Web-based reports on corporate communications usage costs;
- access to advanced traffic statistics for their Nortel switches;
- international currency support;
- reconciliation of invoices against contractual terms and inventory data; and
- selection of new services from an online catalog, automatically assigning the correct services and equipment, then configuring and submitting the order directly to the carrier.

Results

Prior to Avotus, this company had no baseline information of their telecom usage and spending, making long term planning difficult and putting them at a disadvantage when negotiating with vendors. With Avotus, they now have secure, 24x7 Web access to accurate, real-time corporate communications usage information for all of their offices worldwide.

By simply aggregating usage and expense data from multiple sources, sites, devices, users, vendors, and employees into one repository, they now have the usage information necessary to negotiate local and global agreements with carriers.

Another benefit of Avotus is the ability for managers at any level – local, regional, national, or international – to determine specific location and department usage/costs, view updated directory information, and check voice/traffic analysis reports.

