

Avotus Alleviates Medical Device Manufacturer's Telecom Problems

Executive Overview

The customer is a medical device manufacturer with 28,000 employees operating from 30 countries. The organization struggled to manage their expansive 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 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 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

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



to accurate, real-time corporate communications usage information for all 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.

About Avotus

Founded in 1981, Avotus is an award-winning provider of intelligent enterprise Call Accounting solutions. Since its inception, Avotus has worked with corporate telecom administrators to help them tackle the challenges associated with managing their complex enterprise communications assets, which increasingly include a growing number of mobile phones, tablets and other smart devices. Avotus serves customers across 41 global destinations, many of which are industry-leading Fortune 2000 customers.

For more information, please visit www.avotus.com.