

Avotus discovers hundreds of thousands of dollars in savings for financial services company

Executive Overview

As one the top 10 financial services companies in the United States, this organization maintains thousands of offices including bank, consumer lending and investing branches. To support their expansion into new markets and to help them keep commercial branches close to customer neighborhoods, the institution continuously opens, closes and relocates locations and branches. The institution was incurring unnecessary telecommunications service charges due to a lack of control on the inventory change process.

Business Need

With dozens of location and branch changes every year and turning on and off of telecommunications services, the customer needed control over what they were paying for and how much it was costing them. While costs for a single branch paled in comparison to the company's overall revenue, when multiplied by each change, year after year, the unmanaged charges became a growing specter to the procurement department.

While long distance services were provided by a small set of carriers, it was difficult to breakdown charges by location, and it was impossible to do any true cost reconciliation back to the contract terms. The same was true with data services where multiple inventory components were provisioned but not always invoiced based on the contract terms. The institutions' ability to reconcile these charges was also hampered by the large invoices and multiple formats. Finally, each location received a bill from their local provider. These bills had to be forwarded to the corporate office, re-appropriated and allocated back to the correct location. With hundreds of bills arriving monthly, the customer looked for a solution that prevented them from overlooking invoices for locations that had been closed.

Approach Adopted

As part of taking back control of their telecommunications expenses, the institution "productized" the services for each type of branch or location, standardizing on specific voice and data configurations. Utilizing five different configurations, each "product" is designed to provide locations with a standard set of local, long distance, and data services. As locations are opened, closed or moved, procurement personnel are able to tightly control the change process to ensure all services are turned on and off, and only those configurations are ordered which facilitates verification of charges on the invoice.

Along with a new method in place for ordering and managing change, Avotus helped the customer to perform a complete inventory check against the carrier's billing data.

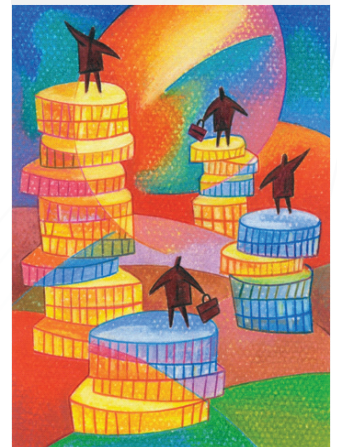
Results

This inventory check resulted in the discovery of 90 locations being invoiced that no longer existed. Additionally, based on the new "product" configuration, the bank was able to identify locations that had been under- or over-provisioned. All inventory charges were verified against contract pricing and terms, with billing errors found on both voice (e.g., incorrect per minute rates) and data (e.g., D channel billing errors) services.

Avotus Advantages

By implementing standard product configuration and validating all inventory information, Avotus was able to help the customer recognize the following savings:

- Location Inventory Billing Errors
\$150,000
- Contract Pricing/Terms Billing Errors
\$525,000



CASE STUDY

About Avotus

Avotus is an award winning provider of Communication Lifecycle Management solutions that manage enterprise communications assets and services and tackle associated challenges. With over 30 years in the business of excellence, Avotus serves over 1000 customers across 41 global destinations, many of which are industry leading Fortune 2000 customers.