

## **Avotus Streamlines Processes for Global Financial Services Firm**

### **Executive Overview**

With offices in 35 countries and nearly 180,000 items in their telecom inventory, this major Wall Street firm was unable to manage their communications expenses. The antiquated legacy system used by the company to manage inventory was segmented and labor-intensive. The problem had become so severe that the company's CFO was tempted to stop paying communications invoices altogether.

### **Business Need**

The customer required a global inventory management system that would provide a universal view of costs across all corporate business units. In addition, the legacy system required specialized features involving integration with the existing inventory systems, reconciliation with foreign currencies, and maintenance of a rich amount of data on each inventory piece.

One particular pain was being felt at the trading desks on Wall Street, Toronto, London, Chicago and Singapore. Each trading desk is equipped with a number of ringdowns. These direct lines provide the trader with one-button dial directly to other traders within their firm and other firms around the globe. With multiple ringdowns, tickers, data circuits, internet, and a host of other telecom devices, each desk was costing the company approximately \$125,000.

### **Approach Adopted**

Inventory- In the post-9/11 world, maintaining a blueprint for the telecom infrastructure in financial services is imperative. By providing a richer system, Avotus enabled the customer to maintain complete data for every inventory item. For example, as per the system established, the trader ringdown data included: location, provider/carrier, type of transport (analog/digital), contacts at both the ends, administrator contact, carrier account number, and carrier contact details. This data also included information for its counterpart at an alternate trading site.

### **Avotus Advantages**

- Provided inventory information at each location as well as a matching backup at an alternative site
- Reduced the number of data fields for product inventory from 114 to 34



**Chargeback** - Each device in use has associated costs and, in some cases, those costs can be substantial. Avotus established a system that helped the customer monitor the productivity gained with each employee and department utilizing multiple services. Further, the system helped the customer break down costs per location, department, and user, allowing the management to directly correlate telecom expenses. For example, Avotus ensured that a certain service that might only be used 4–5 times per year could equal several million dollars in revenue.

**Centralization** – The Avotus solution reduced the number of systems used to manage inventory from three to one. This reduction in systems and increase in automation has greatly reduced the number of man-hours required to keep inventory accurate.

### Results

Avotus provided the customer with a great improvement in how they process orders and record inventory for their private lines at trading desks. By streamlining processes and systems, Avotus brought the number of data fields for each product/service order down from 114 to, just, 34. This allows customer personnel to be more efficient and more focused on service delivery.

### 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](http://www.avotus.com).