

## Telecom Expense Reduction

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### Berlin Pacific Telecom Expense Reduction Process

Berlin Pacific has developed a free Telecom Expense Reduction service with a unique methodology that reduces telecom (voice, data, etc.) costs 50% for most clients.

**Step One** Client forwards all bills for the previous period to Berlin Pacific. We contact the vendors for additional usage details and develop a savings estimate. Client informs Berlin Pacific of any changes already in the pipeline that should be excluded from the project.

**Step Two** After reviewing the savings estimate the client and Berlin Pacific agree to a Telecom Services Agreement and proceed with the project.

Berlin Pacific defines the current telecom spending baseline; negotiates with potential vendors and presents recommended service changes to the client. After the client's approval Berlin Pacific and the client jointly plan and deploy the agreed changes.

**Step Three** Berlin Pacific tracks future telecom spending against the agreed baseline and bills the client for 50% of the first year savings as the savings are realized.

### Berlin Pacific Management Reports

Berlin Pacific maintains a reporting database to support decision making and to track progress through the lifecycle of a Telecom Expense Reduction project.

#### Services Inventory

A detailed inventory of existing telecom services broken down to the line and sub-service (e.g. DID) level with their associated costs.



Anything less is a waste of money.



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An accurate and detailed inventory is critical because, due to the deliberately complicated way vendors provide reporting, many companies have no idea exactly what they are paying for. The norm for many companies is that as long as the total is in line with previous bills they go ahead and pay.

## **Option Comparison**

Typically there are multiple ways to save money. The options are presented in a format that allows side by side comparison and analysis of the leading possibilities. This helps select the optimum vendor/service combination and to prioritize changes.

## **Site Changes**

Berlin Pacific keeps an extensive record of all service changes and expected cost savings. Clients have a complete picture of how and when their services will change. Information includes the new vendor, quality of service, expected savings, and the individual responsible for deploying the change.

This is the main project management vehicle and gives the company an audit trail to ensure the savings are as promised and invoiced.

## **Management Scorecard**

Easy to read report of progress and cost savings for the management team.

## **Cost Savings Documentation**

We report all savings in an easy to read report. We also extensively document all of our client's cost savings so our clients can verify how much they save each month.

## **Competitive Landscape - Telecom Expense Management Industry (TEM)**

There are number of good competitors in the TEM industry. Their general focus is on the activities involved in acquiring and paying for telecom services – contract compliance, paying bills, looking for bill errors and anomalies. Most of the firms could best be described as Telecom Admin Support.

Berlin Pacific's focus, as reflected by our compensation model, is on safely making expense reducing service and contract changes and driving savings to the bottom line. At the end of a Berlin Pacific project, our clients have their information in good order to transition to one of the Telecom Admin providers. Alternatively, Berlin Pacific will mentor an internal Office or Network administrator to achieve most of the benefits of outsourcing the function.



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