



Telecommunications Management and Control

What it is, what it requires and how we solve your
problems

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Telecommunications Management and Control: A Definition

Telecommunications Management and Control involves the actions required to ensure that an organization realizes the maximum benefit from its telecommunications assets and services. To achieve this maximum Return on Investment in Telecom, the physical assets and services must be defined and a baseline inventory of current capacities (wire-line, wireless and data) and expenses must be constructed. Then the voice and data network has to be examined for services and capacities that are no longer utilized or which are superfluous to current and future requirements. After this optimization, the baseline for future services and capacity migrations, technology enhancements or cost savings is defined and can be used to measure the achievement of both savings and enhancements as well as to manage costs and service.

Telecommunications Management and Control: Goals and Objectives

The goal of Telecommunications Management and Control is to maximize the Return on Investment in voice and data services and capacities to enable the organization to maximize voice and data communications capacity, capability and service at the minimum necessary cost.

The objectives of Telecommunications Management and Control are to:

- Define a comprehensive baseline of all telecommunications (voice wire-line and wireless as well as data) services and capabilities within the organization via the analysis of provider invoices (and on-line portals as available), organizational inventories and records, contracts and other available information.
- Define all extraneous and non-utilized services and capabilities and note them for savings.
- Note all discrepancies between contracts, invoices and inventories.
- Conduct an evaluation of alternative services and capabilities that meet the organizational requirements for current and future voice and data communications requirements
- Define cost savings opportunities
- Manage voice and data service and capabilities migrations and track savings achievement as well as capacity gains.
- Define a plan for the ongoing examination and control of telecommunication expenses.

Telecommunications Management and Control: Process

The process used to accomplish Telecommunications Management and Control is based on the industry best practices for project management. This process is utilized to generate consistently successful, high quality projects that achieve their goals in a timely manner. Prior to the commencement of the project, OSS works with the Client to define their goals, objectives, available information, time frames, project scope, anticipated depth of analysis, deliverables, and individual project unique information.

This information is incorporated into the Statement of Work which is presented to the Client for agreement. Depending on the Client's documentation requirements or internal procedures, the information, along with additional project documentation can be incorporated into a formal Project Book that contains full project documentation.

Project Scope

One of the key steps in the project process is the definition of the project scope as this then defines the work to be done. The scope defines what results are to be achieved, the information that is to be analyzed, the degree to which the information will be analyzed and the parameters within which the work will be conducted.

Project Source Data

A variety of data is obtained (mostly from the Client) and used to build the telecommunications baseline. The baseline is then combined with the non inventory information to determine the available options, potential efficiencies and savings as well as potential alternate profiles of system/network configuration. The data may include:

- One to three month's telecom invoices for all voice and data services within the project scope
- Copies of all active contracts, including amendments, attachments, schedules, etc.
- A current list of organizational site locations and addresses.
- Any available Network diagrams and key applications (with bandwidth requirements if known)in use over the network
- Letter of AgencyAuthorization (form will be supplied by OSS) for access to Client's records from each of the carriers.
- Client personnel contact information, for those individuals responsible for forwarding the data and being project liaisons.
- List of any billing disputes previously identified
- Description of any planned voice or data changes
- Traffic studies (optional)
- Accounts Payable report for most recent 12 months (only required if billing disputes are involved within the project scope)
- Carrier account team contact information for all carriers within the project scope.

Additional information may be desired based upon the project scope.

Project Telecommunications Service Project Profile

The telecommunications baseline and the contracts, network diagrams, bandwidth requirements, service locations, and other information combine to form a database that defines the telecommunications service included in the project. OSS refers to this database as the Service Project Profile. The Profile defines the starting baseline from which all changes are defined and all savings are measured.

Project Telecommunications Service Profile Analysis

The telecommunications profile is analyzed by the OSS analysts to determine data completeness and then to define potential optimization opportunities, potential

configuration changes and potential savings opportunities based on the data, the costs, the utilization, the currently available technology and the available alternative options. The goal of this project phase is to define the various opportunities that potentially exist to reduce costs and increase flexibility or increase service levels at the same or reduced costs thus providing increased telecommunications value to the Client.

Project Telecommunications Service Recommendations

The results of the analysis phase are presented to the client as quantified recommendations. Depending on the Client's specifications, the presentation format can be a Summary with attachments, a full report summarizing the data, the full scope of the analysis (including all the alternatives whether they were proven cost justified or not) and the recommended alternatives (with their justification, benefits, costs and weighted scores), or something in between these two. If the Client has specified a full auditable Project Book, the full report will be included. In addition, depending on the Client's specifications, a recommended Migration Plan which delineates a process (along with responsibilities, tasks, schedules, etc.) to achieve the recommended solutions can be included in the Recommendations.

Project Deliverables

The deliverables from a Telecommunications Management and Control project vary in accordance with the Client's specifications. As previously noted, Client's have specified that they receive a presentation of the final opportunities and alternatives along with cost and savings analyses and Clients have specified they receive full ISO 9000 compliant Project Books containing documented recommendations, cost analyses, presentation of all defined options and results of their analysis, the defined service baseline and all gathered data, the project quality standards, the proposed migration plan and other unique items. Normally, the deliverables package contains all or some of the following:

- The Telecommunications Baseline
- A Summary of the various Contracts with term and other considerations.
- A Summary of the Analysis Phase
- A listing of potential savings and a cost benefit analysis
- A listing of all potential savings from the identification of non-utilized services or contract vs. bill discrepancies
- Physical site inspection findings
- Telecommunications Expense Management (TEM) recommendations
- Proposed Action/Migration/Management Plans

In addition, the OSS team will conduct presentations and discussions of the project recommendations to provide whatever details and information the Client desires.

One Stop Solution and its Team

One Stop Solution realizes that organizations are concerned with voice and data costs and service levels and it has provided assistance in improving their telecommunications services and reducing costs to numerous organizations ranging from hospitals to NFL football teams to insurance companies to property management companies and law firms.

OSS understands that telecommunications costs represent a major expense that can rank with personnel costs or utility costs. OSS equally understands that the control and mitigation of telecommunications expenses cannot compromise service quality and operational requirements. Therefore, a disciplined, structural approach combined with industry knowledge is essential to achieve the desired results.

One of the results of the Telecommunications Act of 1996 was a fragmentation of the telecommunications industry. Very few, if any of the telecommunications companies are the same as they were regardless of whether they have an old and familiar name. Further, as a result of industry regulation and service standards not keeping pace with the growth of service providers, the environment has become one of "*caviat emptor*". Buyers have to be aware as well as beware.

OSS and its team are aware of the providers, their strengths and weaknesses, what various contract terms and conditions mean operationally, what the market prices for various product and services really are, what new technology can replace older services and provide enhanced service at advantageous prices and how to use this knowledge to the advantage of their clients. Moreover, OSS and its team can assist their clients in maintaining telecommunications service levels and cost controls after the project and on an ongoing basis.

OSS' experienced consultants have used their industry experience and knowledge to provide cost effective solutions and, when requested, to manage the project to completion .

One Stop Solution Consultants and Project Managers have extensive experience in all phases of telecommunications. This experience and training produces optimal telecommunications solutions for our Clients. The OSS personnel are typically organized as follows:

- Executive Sponsor-High-level owner of the Client relationship, and responsible for the satisfaction of the Client requirements and the OSS quality control.
- Project Manager-The primary point of contact for the Client who provides project oversight and leadership and who is primarily responsible for the achievement of the project goals and objectives.
- Senior Consultant – Responsible for project activities in the Project Manager's absence and for providing leadership and coordination to project Consultants and Analysts. May, on larger projects function as a Team Leader for managing specific functional teams.
- Consultant - Responsible for the production of results for their assigned project areas, verifies analyst data and completes high level analyses, responsible for the maintenance of OSS quality standards and produces of deliverables. .
- Analyst - Responsible for the organization and categorization of telecom records as well as the organization of record information into pre-analysis data files and the conduct of the initial level of analyses.

Contact Information

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