




## Solutions

# Telecom expense management



As your organization's telecom networks continue to grow in size and complexity, processes for procurement and inventory tracking become increasingly complicated. And, with ever-increasing invoice and billing errors – how can you be sure you're getting what you've paid for?

CGI's Telecom Expense Management services offer an enterprise-wide view of the entire telecom infrastructure so that clients can better understand and manage costs and inventory. Through close monitoring, auditing, improved processes and leading-edge technology, our clients dramatically reduce voice and data expenses.



## Our approach: Controlling the complexity

From traditional local and long distance services, telecommunications has evolved into a complex, interrelated industry that now includes data networks, Internet access and wireless services - and the industry outlook envisions increasing complexity of new technology and a myriad of vendors. Keeping up with the technology alone can be daunting. Accurately and effectively managing costs, invoice payment, procurement and inventory can be even more intimidating and time-consuming.

CGI helps turn this complicated world into a manageable, proactive process – enabling our clients to reduce telecom expenses upfront and into the future, while improving the level of service and efficiency of the entire telecom infrastructure.

## Cost savings you can count on

Industry estimates indicate that up to 14% of every telecom invoice contains errors. Organizations are often paying for services that have long since been canceled or reconfigured. Over time, many organizations have ordered redundant network services, yet they don't have the time or expertise to review their services and optimize the network.

That's where CGI comes in. We help clients identify and achieve tangible cost savings in almost every area of their telecom networks. Our highly qualified and experienced telecom team serves major commercial and government organizations and works with over 100 telecom carriers. Over the past three years alone, our audits have produced more than a 40% reduction of invoice volume and have generated millions of dollars of savings for clients.

## Offering help where you need us

CGI's suite of telecom services allows our clients to select what they need, when they need it. We can effectively manage the entire, end-to-end telecom expense management process or just what's required now. Our full range of solutions and consultative options include initial audits, detailed audits, multi-year roadmaps and full business process outsourcing. We offer the following:

### Invoice Management

- Electronic reception of telecom invoices
- Creation of inventory from each line item
- Validation of inventory items to contract or tariff rates
- Invoice variance and error analysis and reconciliation
- Dispute investigation and resolution
- Electronic hand-off to accounts payable and finance



We help clients identify and achieve tangible cost savings in almost every area of their telecom networks. Savings delivered – millions and counting.

#### Contract Management

- Review of potential vendors and rates
- Contract negotiation
- Maintenance of contract inventory, including renewals
- Automated validation of contracts to telecom services

#### Procurement and Ordering

- Access to agreed-upon rates and service level agreements with major telecom carriers
- Sarbanes Oxley-compliant approval process
- Management of ordering policies

#### Optimization and Engineering

- Analysis of current telecom, network and voice workflows, infrastructure and architecture
- Identification of inappropriate or outdated technology
- Recommendations for enhancement and/or improvement
- Project management, transitional support and advice



# At CGI, we're in the business of satisfying clients by helping them win and grow.

Since our founding in 1976, we've operated upon the principles of sharing in clients' challenges and delivering quality services to address them. As a leading IT and business process services provider, CGI has a strong base of 31,000 professionals operating in 125 offices worldwide, giving us the competitive advantage of close proximity to our clients.

Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure clients receive the optimal combination of value and expertise required for their success. We define success by helping our clients achieve superior performance and gain competitive advantage.

We offer services to clients across the globe in the following areas:

- Infrastructure Services, Solutions & Consulting
- Managed Application Services
- Systems Integration and Consulting
- Business Process Services

© January 2011 CGI Group Inc.

Business  
solutions  
through  
information  
technology®

