

Total Telecom Consulting is a highly specialized cost consulting firm operating in the Telecommunications Expense Management (TEM) and Tech consulting industry. The founders' detailed knowledge and understanding of carrier billing was formed from many years spent selling and integrating carrier services.

In 2005, this knowledge base became Total Telecom Consulting. In all their years working on the carrier sales side of the industry, the founders identified a clear need in the marketplace for consulting designed to help fiscal managers within organizations streamline and understand the telecom & Tech line items of their P&L.

Recent trends show that clients need to reduce budgets in order to justify needed projects or purchases. Discovering that most CFO's and Controllers responsible for managing organizational expense rarely possess the amount of time or skill set necessary to track down all the anomalies characteristic of telecom billing.

Total Telecom moved to the end-user side of the industry and engineered a process to remedy these challenges. Total Telecoms growth is indicative of our ability to bring visibility to a perplexing cost-center that often goes overlooked. Various trade association endorsements, referrals, and highly-satisfied clients have paved the way for our growth. By employing our proprietary process, tools and knowledge, we are averaging a 24% reduction in our clients overall annual telecom / Technology costs.

Our engagements lead to millions of dollars in savings for our clients annually. This has also granted us the ability to establish relationships with Strategic Partners to provide additional services and value to our clients

## **CFO Steward & Strategist**

As a CFO, Controller, or fiscal executive, managing the expense side of your organization's P&L can be a significant challenge. With numerous expense line items to consider all with different levels of importance, telecommunications often gets overlooked. Because communications providers don't provide detailed visibility into your spending, you may even delegate the bill review and approval process to your technology staff trusting they will understand it and make it a higher priority than you do.

But, with backgrounds primarily in network configuration and network management, are IT staff members even properly equipped with the unique skill set and the specialized tools to fiscally audit this cost center? And, given all the hats they wear, is it realistic to think they have much more time than you for the time consuming task of bill dissection?

The evolution of technologies such as Voice Over IP (VoIP) further fuels the confusion over proper management of this area. "What kind of ROI can we expect from an investment in new technology?" This is a question you have either already faced or will face in the near future. The question is, will you need to rely on non-fiscal managers to help create a detailed understanding of the true cost/benefit and total cost of ownership.

Total Telecom has emerged along with the Telecommunications Expense Management (TEM) industry to bring clarity to an otherwise zero visibility cost center. Even more importantly, we bridge the gap between you and your technology staff. Total Telecom can ensure the fiscal health of these line items on your P&L. In addition, when costly communications upgrades are at issue, Total Telecom can tell you with pinpoint accuracy whether such upgrades are the appropriate avenue for your organization while considering the bottom-line impact first among many other factors.

Our methodology is clear. Uncover the relevant information and present it in an understandable format to enable fiscal executives to make sound and sustainable business decisions. This may sound simple and that is precisely the point. We possess the technical knowledge and processes to understand your cost centers and the business acumen to distill it into a language and actionable data that you can use to benefit your P&L and company productivity. We bridge the gap between CFO's and Controllers, who typically lack the technical knowledge relevant to this area.

Understand that IT staff members often initially view our presence with some level of defensiveness. Without understanding our precise focus, they tend to draw two incorrect conclusions about our services:

1. They assume we will recommend dramatic shifts in technology or provider changes.

2. They contend that that their technical skill set is the same as ours and, thus, our services are not needed.

Our history and success make it clear that neither of these conclusions is true. First, less than 30% of all of our client engagements result in ANY technology or provider changes. Second, our operations staff are billing experts that have the unique ability to dissect large volumes of complex carrier billing and isolate savings opportunities. The plain truth is that this is a skill not usually possessed by highly qualified IT professionals as they don't have the time and the industry knowledge necessary to stay on top of an "ever Changing" industry. It is just impossible to maintain an IT infrastructure and keep your finger on the pulse of an industry that telecom professionals struggle to keep up with.

## CLIENT ENGAGEMENTS

At the core of all Total Telecom client engagements is our proprietary analytical process. The key characteristic of this process is the creation of highly detailed and comprehensive inventory of the communications cost center. Our analysts' ability to dissect and reorganize large volumes of complex carrier billing data from multiple key sources is the foundation, the engine, and the value of this process. The carriers' complex legacy billing platforms confuse customers and prevent visibility into contracts and billing. Obviously, this causes frustration for fiscal managers seeking to hold the carriers accountable from a P&L cost-management perspective.

Our inventories systematically delineate every single line, circuit and service that our clients are paying for location by location and account by account. Then, they break down every cost component for each of those services to offer a comprehensive, and more importantly understandable view of the intricate billing detail. All client engagements begin with this critical task. From here, client objectives and goals dictate the remainder of the engagement. Whether clients are seeking one-time cost center review, ongoing cost center review and management, technology upgrade feasibility analysis or other independent consulting assistance, we have an engagement structure to meet those needs.

As a courtesy to our clients, we have intentionally constructed our engagements to make it very simple for an organization to get started. Only a very limited set of background materials is needed from the client. In addition, our analytical process, which typically

only lasts 4- 6 weeks, is performed entirely by Total Telecom which creates an extremely non-invasive engagement with limited client engagement and no disruption of operations.

Our fee structures vary depending on the overall design of the engagement and client objectives. Providing a very attractive ROI on our fee generated through savings and value delivered is our primary goal. Another great benefit is that our services fall under "Professional Services" rendering them Tax Deductible.



*"On average, clients only proactively manage 67% of their wireline expenses and 57% of their wireless expense"*



*"12 percent to 20 percent of telecom charges are in error, and 85 percent of the errors are in the carriers favor"*



*"The cost of telecommunications now ranks in the top five expenses for most companies, up from number ten a decade ago."*

*Internal solutions always come up short, which is*

*why **Aberdeen Group** A Harte-Hanks Company states that...*

***"...a typical company's lack of highly refined expertise, tools, and methodologies is largely the reason why in-house return on investment for telecom expense management fails to match those of***

***Total Telecom Cost Management™***

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