



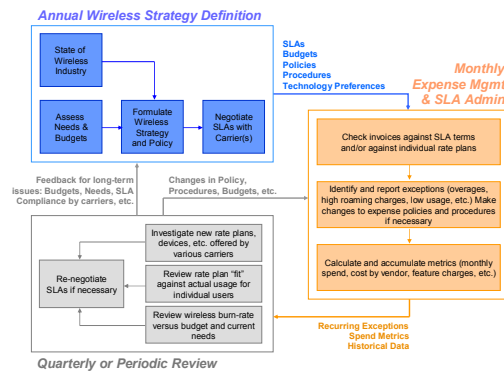
# White Paper Executive Summary

## wireless – Telecom Expense Management

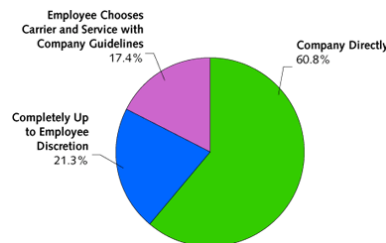
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### Sample Process Diagram: Wireless TEM Methodology



### Sample Chart: Adoption of Centralized Management for Wireless?





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## Summary

This white paper describes Invoice Insight's approach to wireless-Telecom Expense Management (w-TEM). Wireless communications is a growing and rapidly evolving industry, and wireless carriers are continually launching new products, services, and features and functions. As the adoption of wireless as a business tool increases, it is assuming a greater share of enterprise telecommunications budget and management of wireless expenses is becoming more and more critical. According to Gartner Group, wireless can account for as much as 53% of total enterprise telecom expenditure, and this share is likely to increase with time. Many enterprises have developed policies and procedures to control spiraling wireless costs and while such measures can temporarily achieve a 10-20% reduction in wireless expenses, a proactive, strategic approach is necessary to optimize wireless expenditure to its fullest potential. Enterprises that take a pro-active *wireless-Telecom Expense Management (w-TEM)* approach consistently report 30% savings and an investment recovery period of 3-4 months.

The US mobile wireless industry is currently in a state of transition which impacts the enterprises in several ways; for example, availability of new services, features, and functions that lead to higher wireless consumption, mergers and acquisitions that result in sudden availability of better rate plans or coverage but less competition in the long term and thus loss of negotiating leverage for the enterprises, and better e-commerce solutions to help streamline and simplify the w-TEM business process. Thus it is important for enterprises to have a strategy in place to cope with such rapid pace of change.

Invoice Insight's approach to w-TEM is based on a centralized management model. The main characteristics of this model are centralized planning of wireless communications strategy, policies and procedures, and budgets; direct, regular oversight of wireless expenditure; and ongoing, centralized cost optimization efforts to stay current on rate plans, technology availability, alternatives, etc. Invoice Insight has developed a methodology for centralized w-TEM which is described in the white paper. Various options for implementation of the methodology are discussed, as well as why it is important to have a software tool to implement the w-TEM business process.

The Invoice Insight methodology is a w-TEM best practice and the paper provides useful guidelines for various phases described in the methodology such as the process of devising an internal w-TEM strategy, SLA negotiations with wireless service providers, periodic w-TEM reviews, and ongoing efforts to control wireless expenses. Finally, the paper describes Invoice Insight's Telecom Expense Management (TEM) framework and ties back the concepts presented in the paper to the four critical questions that every w-TEM manager has on his/her mind: How do I validate my bills; how do I manage change; how do I determine what I need and own, and what is the optimum pricing for what I use and own.

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