

# THE WORLD'S BEST TELECOMS BUSINESS PROCESS OUTSOURCING

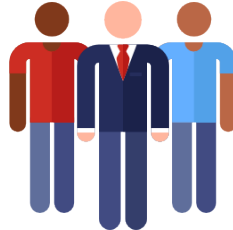


*"What do telecoms  
BPO providers do?"*



## PRODUCTIVITY

They keep my  
users going



## VALUE

They control my  
telecoms costs



## CONTINUOUS IMPROVEMENT

They provide deep  
insights into my business



## WHAT HURTS MY PRODUCTIVITY?



### WAITING

Waiting for devices  
& services to arrive

### WRONG STUFF

Wrong services or  
equipment for the job

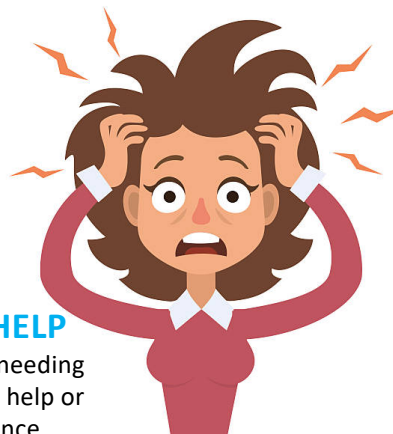


### BAD SETTINGS

Blocked functions or  
features

### NO HELP

Users needing  
expert help or  
assistance



### TELECOMS BPO PROVIDES

- Automated procurement
- Workflow
- Staging & Kitting
- Dispatch
- Implementation consulting
- Expert support
- Enterprise Service Desk
- Multi-carrier, multi-country
- Repair & replace
- Pool stock
- VIP service

## WHAT HURTS MY VALUE?



### CONTRACTS & BILLING

Sub-optimal carrier contracts  
Plans not optimised  
Excess charges



### NO DEPRECIATION

Mobile assets not reaching  
depreciation systems



### ROGUE PROCUREMENT

Multiple people buying services  
and devices, hard to control



### AD HOC ADMIN

Old services not  
cancelled, active  
devices forgotten  
in drawers, etc.

### TELECOMS BPO PROVIDES

- Contract benchmarking
- Service catalogue
- Cost Centre allocation
- Approvals workflow
- Asset register
- Bill validation
- Plan optimization
- APIs for Accounting,  
HCM & ITSM



## HOW CAN I CONTINUOUSLY IMPROVE?



### METRICS

Clear metrics on  
Productivity and Value



### ALTERNATIVES

Awareness and analysis of  
alternatives

### TELECOMS BPO PROVIDES

- Expense reporting
- Service level reporting
- Security reporting
- Recommendations