

# GETTING STARTED WITH TELECOMS BUSINESS PROCESS OUTSOURCING



*"How do I get started?"*



## 1. DISCOVERY

Together, we collect details on how things are done today



## 2. IMPLEMENTATION

Then we set up the systems and services to suit your business rules

### WHAT DO WE LOOK AT IN DISCOVERY?



#### FINANCIAL

Contracts & bills  
Plans  
Cost centres

#### POLICIES

Mobile use policies  
Security policies  
HR policies  
Internal SLAs



#### INVENTORIES

of telecom services  
of mobile devices



#### PROCESSES

Procurement process  
Admin process  
Existing systems (HR, asset, etc.)

#### DISCOVERY PROVIDES

Factual information on your telecoms operation so we can streamline it for efficiency and value

A detailed Statement of Work (SoW), defining exactly what we will do

### WHAT HAPPENS IN IMPLEMENTATION?



#### AUTHORISATIONS

Carrier account access & authorization, so that we can manage & optimize on your behalf



#### AUDIT

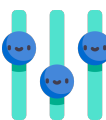
Baseline snapshot recorded

#### HUMAN FACTORS

Admin staff briefed  
Policies published & explained  
SLA published  
Help Desk readied

#### SYSTEMS SET UP

Cost centres set up  
Approval workflows set up  
Service catalogue populated  
Asset register loaded  
Users set up



#### IMPLEMENTATION PROVIDES

The set-up of everything necessary to smoothly manage your telecoms services, equipment and costs



#### TELECOMS BPO DELIVERS

Productivity  
Value  
Continuous improvement

### ..THEN REAP THE BENEFITS



#### YOUR PEOPLE

They'll always have the right tools and services to do their jobs



#### YOUR SPEND

Clients typically reduce their telecoms spend by 15%-25% after one year