

# THE WORLD'S BEST TELECOMS BUSINESS PROCESS OUTSOURCING

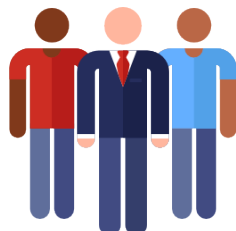


*"What do telecoms BPO providers do?"*



## 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?

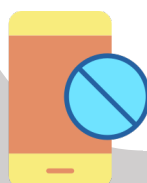


### WAITING

Waiting for devices & services to arrive

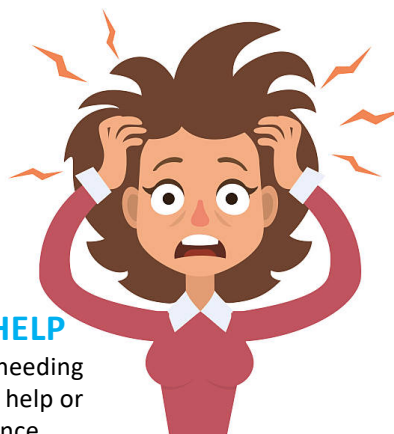
### WRONG STUFF

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



### TELECOMS BPO PROVIDES

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

### NO DEPRECIATION

Mobile assets not reaching depreciation systems



### AD HOC ADMIN

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



### ROGUE PROCUREMENT

Multiple people buying services and devices, hard to control



## 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