

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

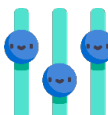
Baseline snapshot recorded

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

..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



TELECOMS BPO DELIVERS

Productivity
Value
Continuous improvement