

## America's Leading Telecom Consultant

### Project: Telecom Cost Management (TCM) System

#### About the Customer

The customer is a technology leader in providing comprehensive enterprise Telecom Cost Management (TCM) software solutions in the United States. The company enables its customers to better manage voice and data communications services and support labor, resulting in dramatic cost reductions that contribute directly to the bottom line.

#### Background & Business Drivers

The customer conducted several surveys which revealed that big corporate houses need efficient and automated tools to audit and validate their telecom invoices before making payments to the service providers. These companies have innumerable circuits (such as telephone lines, data lines etc) with various services from several suppliers across all states, which made it difficult for them to manage their telecom costs and detect billing errors. This need formed the basis for developing a comprehensive telecom cost management solution that would empower companies to manage and control the entire telecom environment.

#### InterralT's Value Proposition

InterralT's Telecom practice consists of senior telecom analysts who specialized in development of telecom billing solutions. The company had developed deep functional & technical expertise in the area of telecom billing while working with Amdocs on their billing product. The customer was impressed by InterralT's telecom expertise and previous experience in the billing area and at the same time wanted to leverage our dual shore delivery model to crunch release time and development costs. During the conceive phase, InterralT's telecom analysts' collaborated closely with the customer to understand the telecom billing cycle and the associated routine procedures as well as the common issues that the design team wanted to address through this new solution. During the development phase, regular conference calls were also organized with the end users so that everyone was in sync as far as understanding the requirements were concerned.

#### Scope of Services & Solution

TCM enabled executives to collect and review the data necessary to understand the corporation's financial exposure and liability as it relates to data, local, long distance, conferencing, and wireless services. TCM comprised of a number of unique yet fully integrated modules [viz. Corporate, Contract, Inventory, Audit, Analysis, etc.] and command centers providing complete end-to-end ERP caliber software designed to deliver significant reduction and optimization to the total function of telecom management and overall cost.

TCM was a web based product providing the following functionality

- Process all Call Documents Records (CDRs), listing all calls and usage provided in an electronic format by suppliers of billings information

- Audit and verify all billing and invoicing information against company's actual inventory of lines and devices in use and actual rates agreed upon in signed contracts with suppliers
- Provide monthly auditing report of each supplier, monthly invoicing discrepancies to obtain back credits and corrections of inaccurate invoicing
- Organize and load invoicing information in a web-based cube allowing on-line summary and detail reporting and add hoc slicing and dicing information of telecom billing information
- Enable customer to organize telecom billing information to match its own organization structure and chart of accounts
- Prepare and post all telecom expenses directly into customer's General Ledger ERP module
- Prepare and post all invoices into the Account Payables ERP module for payment or on hold) Oracle, SAP/R3, PeopleSoft).

InterraIT developed TCM product for the customer, implemented it at end user locations and also provided production support from offshore. The development was executed on a dual shore delivery model where the product was conceptualized and designed at onsite and the complete development and testing was undertaken at offshore. With TCM, end users were able to capitalize on opportunities to reduce telecommunications voice and data costs by 10%-25%, drive growth and improve overall profitability..

### **Business Challenges**

The key challenges identified are as follows:

- High frequency of change requests. After the development of the product there were high number of change requests from the customer and the lead-time for successfully implementation of the CR's was very tight.
- The billing systems of most of the service providers were different. Almost all of the service providers had different parameters of contracts, inventory and billing. It was imperative to integrate TCM with all these different systems successfully.
- EDI-811 was not easily available from all service providers. InterraIT had to write connectors for various billing applications like AT&T Billing Edge, MCI perspective, Sprint Fonview etc.

### **Pay offs**

Some of the benefits realized by the customer were:

- Extended support beyond normal working hours
- Users satisfaction level and quick problem resolution

### **Technologies**

- Environment - J2EE, JDK 1.4.2, XML, JavaScript

- Servlet Container – Apache/TOMCAT
- Database - MS-SQL Server v8
- Other Tools & Technologies - NetBeans v4.1, OLAP