



## Six Reasons to Outsource Telecom Expense Management

Telecom Expense Management (TEM) can significantly reduce your telecom expenses. It offers a range of hard and soft dollar savings, and can also improve productivity of TEM-related business processes. Countless analyst reports and industry articles point to the benefits of TEM for managing the growing cost and complexity of today's corporate communications networks and services.

One way to harness the power of TEM is to license the software, install it on your equipment, and management and operate it yourself. This approach requires investment in hardware, training, and ongoing administration of the system – in addition to license fees.

### The Benefits of BPO

Another, increasingly preferred way to reap the benefits of TEM is through business process outsourcing (BPO). BPO allows you to implement a fully-functioning TEM solution without sinking capital into software and resources, and without distracting your staff from their core responsibilities. TEM BPO offers a number of advantages over licensed, on-premise solutions and hosted systems with limited managed services.

1. **Stable, predictable costs** – BPO gives you a complete TEM solution for a fixed monthly fee and no capital investment. You know exactly what your solution will cost over time, so you can budget and plan accordingly.
2. **Lower resource requirements** – BPO allows you to benefit from the specialized experience, knowledge, and skills of TEM experts without adding resources. Your staff stays fully engaged in what they do best.
3. **Economies of scale** – BPO providers offer economies of scale in both infrastructure and services, allowing them to host and manage your solution for less than what it would cost you in hardware, software, and resources.
4. **Data security and disaster recovery** – The leading TEM BPO providers will house your application and corporate data in a state-of-the-art data center that ensures business continuity and data security.
5. **Flexibility and scalability** – As your business grows and changes, your BPO solution can grow with you to provide the right level of TEM capabilities and services at all times.
6. **TEM Experience** – BPO providers work with a wide range of telecom carriers, devices, and services, integrated their software with a variety of systems, and implemented the full suite of TEM best practices. They can provide insight and solutions that are simply not available from any other source.

### Finding the Right Solution and Provider

A TEM solution is only as good as the vendor that provides it, the capabilities of their services and support teams, and the degree to which it matches your requirements. Here are some factors to consider as you explore your BPO options:

- **The solution** – Is the software well designed and well supported? Does it offer the configurability, scalability, and reliability you require? Is it easily integrated with your enterprise applications and data sources of record? Does it provide the feature set and ease-of-use that will facilitate adoption across diverse groups within your organization? Does the vendor provide all services included in the solution, or are they outsourced?



- **The vendor** – Does it have depth of experience and well-defined methodologies for software development and implementation? Does it have a product roadmap that corresponds with your projected future requirements? Does it have transparent financials; is it financially sound? Does it offer customer references and satisfaction levels that inspire confidence?
- **The right fit** – Does the vendor have the expertise and resources to provide customer development and professional services as needed to make the solution fit your needs? Are they a company you want to partner with?

If you consider all the options for a TEM solution, chances are you'll come to the decision reached by more organizations every year: BPO is the way to go.

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*Veramark is a leading provider of innovative enterprise solutions for telecom and IT expense and performance management. Veramark solutions provide visibility into operational expenses and generate actionable business intelligence to help organizations reduce spend and optimize business processes. Veramark solutions, which include software and services for Telecom Expense Management (TEM), call accounting, and Business Process Outsourcing (BPO), enable best practices for managing complex unified communications networks on a global scale. For more information, visit [www.veramark.com](http://www.veramark.com).*