

Reducing Telecom Costs while Increasing Accountability and Service Performance



The Client

Transportation Security Administration (TSA)

Industry Sectors

Homeland Security, Transportation, Public Safety, Government

The Challenge

TSA needed an enterprise-wide Telecom Expense Management (TEM) solution for consolidating and managing more than 14,000 mobile devices and associated services from more than 400 locations utilizing 17+ wireless service providers. TSA has provided funding from a centralized Program Management Office (PMO) for their wireless services and devices. In the past few years, TSA has been attempting to maintain the centralized management approach, yet push the financial responsibility to the individual office/airport location where the service is actually utilized. The challenge was to build, validate and maintain an accurate service and asset inventory so that the TSA PMO could accurately track and maintain internal cross charges to the individual cost centers.

The Solution

iSYS developed a customized implementation of our award-winning TEM System – called ITMS® for “Intelligent Telecommunications Management System” – to manage and optimize TSA’s wireless assets and services. ITMS® tracks funding for each office/airport for payment of service, making each location accountable to TSA for its mobile telecom program and costs.

The TSA-iSYS TEM Program substantially reduces TSA’s total wireless costs while increasing accountability and service performance. iSYS provides a comprehensive set of mobile telecom management services:

- Program/Project Management Services
- Project Startup and Transition Services
- Provisioning & Procurement of Wireless Devices and Airtime
- Asset & Services Management Support
- Technical Support and Administration
- Comprehensive Customer Care / Help Desk Support (24x7x365)
- Interoperability Resolution / New Technology Testing
- Automated Order Management
- Detailed Management Reporting
- Technical Refresh & Obsolete Device Replacement Programs
- Device Redeployment and Disposal
- Billing Consolidation, Reconciliation & Auditing and Claim Recovery
- Bill Payment Services

The Results

- iSYS helped reduce TSA’s wireless spend by over 36%
- iSYS was awarded the base contract as a prime contractor with a total contract value of \$38 Million in February 2006 and was awarded all four option years
- iSYS received a 2006 Small Business Achievement Award from the U.S. Department of Homeland Security Small Business Office for excellent performance
- In September 2010, iSYS was awarded an \$84 Million follow-on contract.

\$42,948,054

Total Savings to Date Delivered

979%

Return on Investment
Over Five Years and Counting



iSYS, LLC
a Widepoint Company

About iSYS TEM SOLUTIONS

iSYS TEM Solutions have delivered more than \$120 Million in realized savings to our TEM clients to date, ranging from 30-65% NET savings on actual costs.

iSYS is the leading mobile TEM provider to the U.S. Federal Government, managing more devices than any other TEM provider. iSYS also has a growing list of State and Local Government and Commercial clients.

iSYS TEM Solutions combine telecom industry expertise, streamlined acquisitions and tailored best practices with innovative IT systems to deliver a secure, customized, Web-based solution to acquire, operate and efficiently manage telecom assets and carrier services.