



Client Construction Contractor Services Provider
Industry Construction
Contract Type Managed Mobility Services

Highlights **Total Cost Benefits \$1,233,753.41**
Reduction of ongoing mobile service costs: \$565,172.10
Overcharges and refunds identified: \$114,776

Background

The Client had undergone downsizing as a result of a slowdown in the new housing market, closing some locations and reducing the services it offered. It was important that no extra money was being spent and that billings were accurate. In addition, visibility and control was needed for the many invoices received across its hundreds of locations.

WidePoint was engaged to deliver comprehensive Telecom Expense Management (TEM) services including invoice management, invoice and contract audit, recovery of overbillings and reduction of ongoing costs including project management for accepted recommendations. The scope of work includes both wireline and mobile services.

Approach

WidePoint provided the Client with an Expense Management Portal for invoice management, including receipt, audit, and allocation of all invoices, as well as extensive reporting. A perpetual invoice and mobile device/account inventory was established. WidePoint applied its Permission-based AuditSM methodology to assure billing accuracy and find new sources of savings.

Mobile expenses were reduced using Rate Plan Optimization, which optimizes all elements of mobile expense, including features, and ensures that all accounts conform to the Client's mobility management policy.

Cost reduction and recoveries were realized through:

- Local invoice cleanup (stray usage, third party, maintenance, linebacker charges, etc.)
- Identification and disconnection of local, long distance, and data services at closed or consolidated locations
- Removal of unneeded ETM (Economic Traffic Management) charges on Sprint MPLS
- Removal of unused WebEx account charges
- Removal of and credit for local lines still billing after being transitioned to IP service
- Audit of invoices against contract

- Reconciliation of mobile invoices against active employees
- Rate Plan Optimization

WidePoint also provided thorough documentation of the evidence of overcharges. Complete billing and contract documents as well as the theory of error and any other necessary information to correct billing with the carriers ensures that the Client will receive proper credit. As part of quality control, the accuracy of refund amounts was verified, with refunded amounts validated as they were received as part of the quality control process.

Results

- **Review of Past Invoices, Wireline Services:**
To date \$79,736.02 in overcharges has been documented and recovered.
- **Review of Past Invoices, Mobile Services:**
To date \$23,546.78 in credits has been received. In addition \$35,000 in refunds has been documented and submitted to carriers with recovery pending.
- **Reduction of Ongoing Cost, Wireline Services:**
To date, \$308,498.51 in annual cost reductions has been recommended, implemented and realized and \$49,306.35 has been implemented and will be realized in coming months.
- **Reduction of Ongoing Cost, Mobile Services:**
To date \$565,172.10 in Optimization Savings has been realized through March 2013.

Additional savings recommendations of \$221,800 for the period April 2013 through January 2014 have been approved and implemented.

Total Cost Benefits:

	Cost Recovery	Cost Reduction
Wireline	79,736.02	308,498.51
Mobile	58,546.78	786,972.10
Total	138,282.80	1,095,470.61
Grand Total	\$1,233,753.41	