



MOBILECORP

# TELECOM EXPENSE MANAGEMENT

INTERROGATE COSTS  
MINIMISE EXPENDITURE  
OPTIMISE MOBILE FLEETS

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# WHAT'S PRICELESS?

Knowing that you are getting what you have paid for.

Knowing that you are not paying for something you shouldn't be.

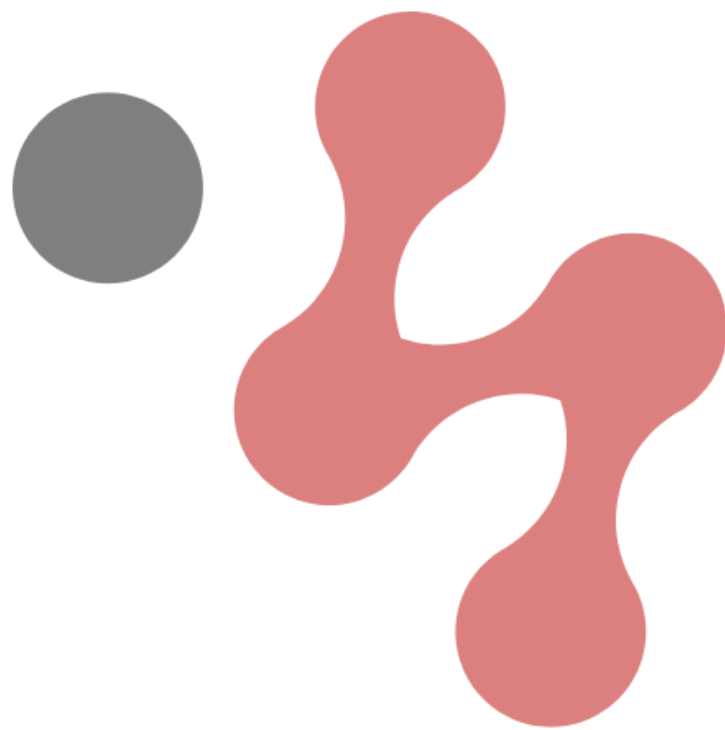
## 80% OF TELCO BILLS HAVE AN ERROR..

USUALLY IN FAVOUR OF THE TELCO

This is a finding of global research company, Gartner.

The most common inaccurate charges are:

- being charged at incorrect call rates
- intra-account benefits not being applied e.g. free calls to nominated numbers
- being charged for applications which are not being used like a data plan on a non-data mobile device



MEANWHILE...

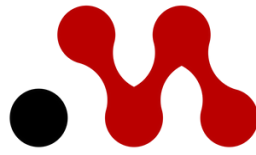
## 85% OF ORGANISATIONS PERFORM NO AUDIT OF THEIR TELCO BILLS

This is understandable and is mostly a reflection of

- limited internal resource
- confusing carrier bill formatting
- the overwhelming volume of data
- cross-carrier fleets reporting in differing formats

# Telecom Expense Management

Expertise you can  
count on



## End User Support

Billing enquiries investigated by MobileCorp's friendly service consultants



## Fleet Optimisation Programs

Align your Telstra plans with actual usage to avoid excess charges and unnecessary expenditure



## Telstra Account Level & Itemised Bill Interrogation

Ensure that you are receiving Telstra services at the agreed rates. Interrogate at account, department or individual bill level.



## Asset Inventory Management

Know who has what device.

Plan for future investment and be a responsible corporate citizen with sustainable end-of-life management



## Benchmarking

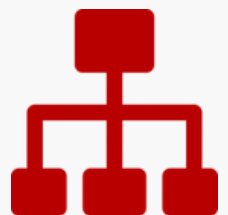
If you can measure it, you can manage it.

Benchmark expenditure for accurate forecasting, trend analysis and resource allocation.



## Cost Centre Allocation

Allocate costs accurately. Understand the total cost of ownership.



## Business Intelligence Analytics & Reporting

Inform budgeting, contract negotiations, fleet optimisation programs with on demand online reporting, and save with proactive recommendations from MobileCorp.



## Telstra Dispute | Credit Resolution

See identified billing errors through to resolution and your account credited.



# 4 Pillars of MobileCorp TEMS

## COST VISIBILITY

**A single point of truth for usage and expenditure**

- Cost centre visibility allows comparative analysis and trend data reporting across the business
- Making expenditure visible to end users and line management encourages individual accountability

## DATA SECURITY

**Compliance, governance and security - check**

- Understand and manage data usage
- Block inappropriate usage
- Enforce corporate compliance on data usage behaviours
- Reduce risk of data fraud

## OPTIMISATION

**The intelligent cornerstone of a mobile cost savings strategy**

- Ensure your people are on the most cost-effective plan
- Know that all your services are appropriately active
- Be certain that devices are allocated accurately

## MINIMISE RISK

**It is easy for costs to escalate if no one is watching**

- Intelligently dissect fleet composition, management processes, carrier bills and usage data.
- Identify unnecessary expenditure, operational gaps, security risks and productivity barriers

# Telstra Account & Bill Auditing

## MONTHLY INTERROGATION OF YOUR TELSTRA BILLING

- ☒ **TELSTRA CONTRACT EXPERTISE**  
Like having your own inhouse contract experts
- ☒ **ACCESS TO TELSTRA BILLING SYSTEMS**  
to swiftly investigate billing anomalies
- ☒ **KNOWLEDGE OF YOUR TELSTRA CONTRACT**  
to ensure your bills are accurate
- ☒ **CREDIT RESOLUTION**  
Resolve billing issues and ensure account credited
- ☒ **PRIORITY SERVICE**  
MobileCorp resolveS your billing issues fast
- ☒ **TIME SAVING**  
No more having to spend hours trying to resolve issues



# Business Intelligence and Reporting



## CLOUD SAAS PORTAL FOR ON-DEMAND INTELLIGENCE

- ☑ **TELSTRA BILL ANALYTICS**
  - automated Telstra bill auditing
  - drill down to individual bill or line items
  - data usage reporting
  - identify redundant services
- ☑ **STRATEGIC DATA ANALYSIS**
  - benchmark usage and expenditure
  - forecasting and budgeting
  - trend findings to support technology goals and future direction
- ☑ **CUSTOM & ON-DEMAND REPORTING**
  - manage employee data usage
  - compliance reports
  - anomaly & exception reporting
  - self service cloud access
  - choose to limit or open up access to end users
- ☑ **MOBILECORP OPTIMISATION RECOMMENDATIONS**
  - MobileCorp Monthly Summary Report with proactive recommendations to optimise fleet management





# Why MobileCorp?



## 32 REASONS WHY..

MobileCorp has **32 years' experience as a Managed Service Provider** for Australian organisations large and small.

Our remarkable history has shifted in line with the continuous change that is emerging technology.

However, there has been one constant throughout - we have a single-minded focus on delivering our best work for each customer.

## 450 REASONS WHY..

MobileCorp has a proven track record with enterprise, business and government customers. We currently serve **450 Telstra customers** and hundreds of thousands of mobile services.

We also manage the expense management of Australia-New Zealand fleets for several customers, consolidating all charges onto the one Telstra bill.

# 4 OUTCOMES TELECOM EXPENSE MANAGEMENT BY MOBILECORP

## 1. SLEEP EASIER - RISK MANAGED

Corporate responsibility demands that communications technologies are secured, managed, and audited. MobileCorp TEMS delivers the 'peace of mind' that

## 2. HAPPY HUMANS - PRODUCTIVITY PROTECTED

Downtime and disconnected employees are a disaster for any organisation. Peace of mind is having one point of contact for all IT-related concerns.

## READY FOR ANYTHING - SCALE UP & DOWN

The constant rate of change means being agile - able to scale up or down - is critical for growth. TEMS will ensure that expenditure is managed appropriately in times of growth and times of consolidation.

## WEIGHT LIFTED - IT RESOURCES UNBURDENED

The beauty of having a Telecom Expense Management SaaS is the ability to free up your internal IT resource to concentrate of core business and communications strategy.







MOBILECORP

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MobileCorp is a trusted ICT and IT MSP with over 32 years' of partnering with Australian organisations large and small.

You focus on your business.

We'll focus on optimising your telco spend



## CONTACT US

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