

Glossary of Telecom Expense Management Services

Asset Management – Are corporate-liable devices being used for their intended purpose? Are they operating correctly? Valicom can help you manage all of the devices your organization possesses, which helps you determine who actually needs which type of devices to help you save money.

Clearview – Use our proprietary Clearview software to see, in detail, what is happening with regard to telecom expenses. Clearview has the ability to segment information by user, department, location, etc. and offers robust reporting capabilities.

Contract Compliance – You have gone to great lengths to get the best terms and conditions for your telecom expenses. Make sure that those contracts are being met. Spend some time evaluating contracts to verify you are being billed appropriately.

Contract Negotiations – One of the most valuable skills is the ability to negotiate contracts. Valicom can assist, or do it for you. Because we are regularly working with telecom carriers, we know how to obtain best rates and pricing structure and what value you can get with said vendors. Further, being an independent organization allows us to negotiate the best service for you as a client, instead of being tied to a specific carrier.

Cost Allocation – Allocate costs to specific GL codes enabling reporting of costs by department, location, etc. to help your organization better understand where specific charges are originating.

CSR Analysis – Take a look at your carrier’s “customer service records” for errors and redundancy. Monitoring CSRs allows your company significant savings, as nearly 12% of invoices contain errors and/or overcharges.

Cursory Audit Implementation – On your behalf, Valicom contacts your carriers to begin implementing the identified changes. Your savings will start almost immediately once invoices are corrected.

Cursory Invoice Audit – Valicom takes an initial look at invoices to find areas for savings and identifies your company’s best options for reducing telecom expenses.

Deep Dive Invoice Audit – Similar to the cursory audit, but more in-depth, Valicom uses this opportunity to review invoices to find new ways for your organization to save on telecom expenses. This equates to a comprehensive validation of services per invoice.

Deep Dive Implementation – After completion of the deep dive audit, Valicom will work with vendors to implement your accepted changes, which will save the most while maintaining necessary services.

Follow-up Audit – Valicom will continue to track changes made by your telecom carriers up to the point that they are realized on incoming invoices. Doing so allows us to verify that all suggested changes are being made and your company is saving the most money possible.

Invoice Payment – Eliminate service disruptions and late Fees by allowing Valicom to handle invoice payment. This helps to improve forecasting and financial reporting over the long term.

Invoice Processing – Valicom will handle the processing of all telecom related invoices, which eliminates hours of work by your AP staff. Invoices are scanned and managed by our professional teams of analysts.

Order Fulfillment - Valicom provides trained professionals to work with your IT/telecom staff and follow each request from inception to implementation. This can eliminate costs associated with delayed or failed implementation and allow 24/7 access to order status reporting to ensure accuracy.

Resource Optimization – Because your needs are likely in a constant state of change, Valicom can analyze your facilities to ensure current needs are being met, and we can help determine what you will need in the future. This eliminates surprise down the road and allows you to plan more effectively.

RFP – “Request for Proposal” Ask the right questions to ensure you’re getting the lowest cost and highest level of service. Having Valicom assist with the RFP process allows you to conduct timely vendor contract negotiations to ensure the greatest leverage and shorten RFP turnaround. RFP services are available for local, long distance, wide area network, cellular, BlackBerry, paging and Internet.

Tariff Review – At Valicom, we pride ourselves on remaining current on all prevailing tariffs to ensure our clients are abiding by all legal responsibilities, as are their telecom vendors.

Test Calls – There is no sense in paying for unused lines and circuits. Our test call process helps determine where you may be spending money unnecessarily.

Wireless Optimization – Let our team of professionals review your wireless usage to determine how you can better utilize your voice and data packages. No more overpaying for your minutes!



Clarifying Communications. Conquering Expenditures.

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