TEMS benchmarking delivers 400% ROI in first 12 months

COCA-COLA AMATIL

Controlling Corporate Mobility with TEMS

Coca-Cola Amatil
Sydney Australia
www.ccamatil.com

"The VoicePlus team has a can-do attitude, combined with forthcoming ideas about better ways to manage CCA's telecommunications services.

"This small company has punched well above its weight for CCA."

Barry Simpson
CIO, Global Operations, IT Services

Executive Summary

VoicePlus began its relationship with Coca-Cola Amatil in 2008 and it all began with Telecoms Expense Management (TEMs).

TEMs defines the benchmarks against which all cost control and cost savings strategies can be effectively measured.

In the first 12 months of implementing its TEMs solution, VoicePlus had delivered:

- Bottom line savings in excess of $1million
- A 400% Return on Investment
- Measurable growth in employee productivity and satisfaction.

Challenges

CCA had three strategic objectives for VoicePlus as its TEMs partner

- to reduce costs through maintaining control of purchasing, managing usage, auditing and optimising billing, and application of clear policies and procedures

- to increase employee productivity through improving mobility service operations

- to exploit new technologies to achieve the first two objectives and to ensure CCA remained the leader in their market

Up to 85% of company telecom bills are paid without any audit being undertaken.
Aberdeen Group

A staggering 80% of telecom bills include hidden charges or incorrect billing.
Gartner Research

TEMS Cost Benchmarking

The first step to reducing the cost of mobility is knowing exactly what those costs are – in absolute detail.

VoicePlus' developed a web-based survey tool to audit the CCA mobile fleet, authenticate User details, allocate cost centres, and identify cost savings opportunities

Two surveys were completed a year apart. The first survey resulted in the cancellation of 200 unaccounted services at a significant upfront saving. The second survey cancelled a further 500 services. It also allowed a rationalisation of mobile devices and reassessment of all contracted voice and data plans to ensure cost efficiency.

VoicePlus continuously studies CCA employee usage patterns and moves employees to voice and data plans which more accurately reflect their usage patterns.

The survey also resulted in the creation of a robust and accurate Asset Register, which became the benchmark for all future mobility management including cost allocation and total cost of ownership; and optimisation of plans and devices.

CCA Supplier of the Year for IT&T Award-winning Results

Move over Microsoft, IBM, Canon and Lenovo.

Believe it – VoicePlus, an innovative Aussie business based in St Leonard's, Sydney; beat the big names of IT to win CCA's most coveted award.

The award recognised the six-figure dollar savings achieved by VoicePlus in reducing CCA's mobility costs; and for innovation and superb customer service.

VoicePlus MD, Michael Giffney on the big stage, giving his acceptance speech after winning the CCA Supplier of the Year IT&T award, presented by Barry Simpson, now CCA CIO Global Operations, IT Services.

TEMS Outcomes

VoicePlus now delivers for CCA a comprehensive TEMs solution as a module of its [Atrium Managed Mobility](#) solution. The key outcomes are:

BI Analytics
Comprehensive customized business intelligence, trend analysis, total cost of ownership, anomaly and exception reporting, compliance and behavioural data.

Optimisation Workflows
No one needs more reports. CCA has agreed workflow processes that allow VoicePlus to take decisive actions to act on reports that identify savings and eliminate waste.

Bill Auditing & Carrier Credit Management
VoicePlus has developed proprietary software to handle the auditing of large number of carrier bills to ensure correct rates are being charged and services applied. We also negotiate and resolve all credit disputes for CCA.

Cost Visibility & Allocation
Visibility of their monthly spend is delivered by VoicePlus to every CCA employee driving self-regulation. Accurate automated allocation of costs to cost centres and reconciliation of journals.

The best TEMS are human too

VoicePlus TEMs solution is backed up by an experienced and capable human support team. CCA has a dedicated Account Manager, Business Analysis team and support staff to manage billing enquiries and credit resolution, reporting, compliance and governance.

"The customer service ethic at VoicePlus is one to aspire to."
Barry Simpson, CCA CIO

The Future for VoicePlus and CCA

The constantly evolving mobility environment means a robust TEMs solution never stands still.

In the years since VoicePlus introduced its TEMs solution to CCA, it has grown and expanded beyond recognition.

TEMs in 2017 now extends from mobility to the management of endpoint computing across fixed lines, tablets, laptops, desktops, applications and endpoint IT consumables. The next step is to add fleet management and management of CCA corporate vehicles.

VOICEPLUS is Australia's leading TEMS provider. We are the only Australian company to be featured by Gartner in the global white paper:

[Competitive Landscape: Independent Telecom Expense Management Providers, 2016](#)