

GTEM

GOVERNMENT TELECOMMUNICATIONS EXPENSE MANAGEMENT



CSC
NORTH AMERICAN
PUBLIC SECTOR

CSC

CSC's Government Telecommunications Expense Management (GTEM) service offering identifies and helps reconcile telecom billing errors, thereby improving billing accuracy and reducing costs. CSC GTEM also apportions expenditures across organizational units, enhancing the planning process and enabling department managers to easily identify billing anomalies.

Benefits:

- Reduces telecom-related operational costs up to 30%.
- Helps identify and reconcile billing problems, improving accuracy.
- Apportions telecom expenses (links to most GSA/JFMIP-approved financial systems).
- Strengthens negotiating position with all telecom providers.
- Allows Federal agencies to smoothly transition to GSA Networx.

Why CSC?

- CSC GTEM is a low-cost managed service offering that solves the immediate problem then continues to deliver results.
- CSC GTEM is based on 15 years of experience providing network infrastructure services and telecom expense management services to 18 global clients.
- CSC GTEM is a robust service offering that integrates inventory management and invoice processing, an advantage that few of our competitors' solutions can match.

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Government Drivers, Issues, Challenges

- Telecom companies often get it wrong — an estimated 7% to 12% of services are billed incorrectly.
- Telecom companies rely on 10 to 15 different billing systems and databases, creating a complex maze of invoices.
- It is almost impossible for organizations to measure or analyze telecom expenses accurately — data analysis is either too difficult or too labor-intensive to be practical.
- Because 90% of organizations do not have sufficient visibility into their wireless spending to enforce agency usage policies, they are often paying for duplicate or unused telecom services.
- Agency budgets are decreasing, making it imperative that personnel and financial resources be preserved to support the organization's core mission.

Standard GTEM Services

CSC's GTEM service offering provides the experienced personnel and software tools to efficiently manage your organization's expenses and inventory. Services provided under GTEM include the following:

Implementation and Audit

Planning, which includes the initial database build; determining any unique client requirements; data collection from telecom vendors and carriers; vendor account consolidation and conversion; and database population and audit.

Inventory Maintenance and Optimization

Maintaining the currency of the telecom assets/inventory database and performing ongoing administration of the move, add, change (MAC) process.

Invoice Processing

Managing the billing function to assess the integrity of vendor invoices and confirm that the client is being billed only for active services and locations.

Contract Compliance

Comparing the organization's telecom invoices to their contracted rates and identifying any billing errors.

Additional Services

Network Analysis and Design

CSC Network Engineers can use the information in the client inventory database to help identify redundancies in network design and configuration, and make recommendations to eliminate such redundancies, improve network efficiency, and improve cost-effectiveness.

Working Telephone Number (WTN) Audit

Based on the information in the client inventory, CSC will work with your organization to eliminate unused numbers.