



Services



Mobile Telecom Expense Management



Typical Customer Challenges

- Multiple carriers
- Multiple services
- Multiple invoices
- Multiple billing platforms
- Constrained resources
- Limited expertise
- Process crosses multiple departments

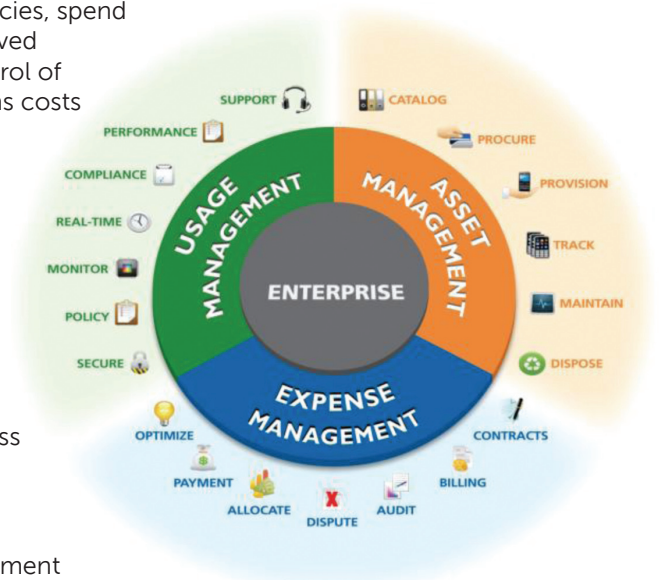
With mobile voice and data communications being a vital organizational component and a leading operational cost, organizations face many challenges to proactively manage these resources.

A proactive, technology-enabled approach to managing telecommunications can drive considerable benefit to the enterprise, including cost reductions, enhanced operational efficiencies, spend visibility, and improved organizational control of telecommunications costs and assets.

With Dell Mobile Telecom Expense Management service offer, companies benefit from an end-to-end best practice approach to managing wireless spend.

Lifecycle

- Contract management
- Procurement and order handling
- Telecom inventory management
- Invoice processing and auditing
- Usage and rate optimization
- Payment
- Reporting

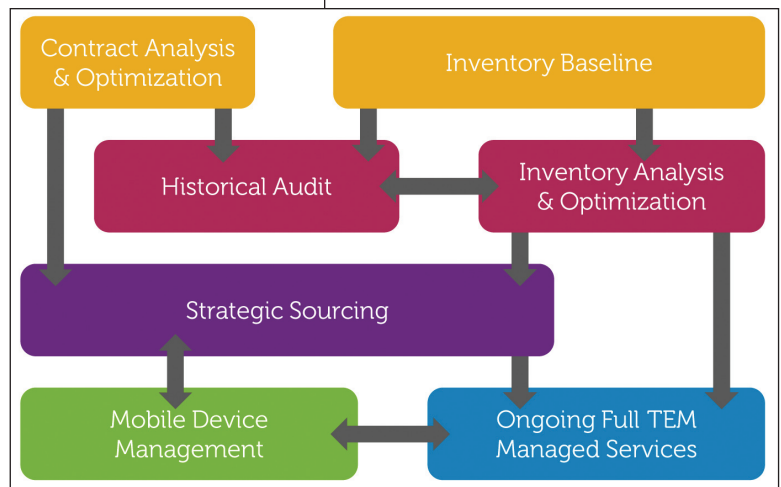


Dell Services will perform the following Mobile Telecom Expense Management Services:

- Create an end-user, self-service Web portal for ordering mobile services and devices with an embedded product catalog and workflow approval
- Fulfill all of the approved service requests on your behalf with the mobile carriers
- Manage all of the assets in a centralized asset inventory
- Receive your wireless invoices on a monthly basis and load them into our management platform
- Allocate the expenses back to your business units
- Perform recurring rate plan optimization of the invoices to drive down costs
- Manage the payment process of each invoice
- Provide end users with access to the management reporting module to provide full visibility and analytics into all of the disparate expenses across carriers and service types that we manage on your behalf
- Manage disputes to resolution with the carriers
- Provide optional incremental service desk options to support your wireless administrators and/or end users

Dell consulting services provide additional value, including:

- Inventory discovery and baseline creation
- Inventory analysis and optimization
- Historical auditing
- Analysis of all the carrier contracts and benchmarking of those contracts against current market rates and best-in-class rates achieved by other companies
- Management of your RFP process for alternate carrier sourcing, as well as negotiation of your current and new carrier agreements
- Network management and monitoring for proactive management of your corporate network for prevention of outages and prompt resolution of any outages that may occur



For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.

Applications

Business Process

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Support



Services