Spectrum
TELECOMS | SOLUTIONS | NETWORKS

Our Audit Services

What are the benefits?

Spectrum Telecoms audit and consultancy services offer huge business advantages to our clients by enabling them to really take charge of their communications outgoings.

For example, we offer access to an extremely powerful online billing tool, which really opens out the level of information you have access to about your expenditure. Using the tools we have on offer, including the analysis work your account managers can undertake for you, your business can:

- Create an accurate baseline for commercial decision-making.

- Undertake due diligence work, with dependable facts about your spend.

- Generate an authoritative inventory of costs and services.

The extra visibility we offer can help you make short term, cost savings, for example by implementing services such as a Call Bar on Operator or Directory Enquiries calls. But we can also help you to plan for your business future by identifying call patterns and types. Realistically we can save most organisations between 15 and 20% before we even complete our audit procedures.

Specifically, we can achieve continuing and sustainable reductions in the following areas:

- Usage and demand management.

- Contract management and strategic procurement.

- Invoice management, validation and cost apportionment.

What services do we deliver?

Invoice management to improve processes and reduce overheads.

Spectrum Telecoms are able to manage almost all types of communications products, giving you all of the benefits of having only one company to contact for all of your needs. Your organisation would be assigned experienced account manager who will be familiar with the needs and aims of your business. Our unique set up means that your account management team will be working together to ensure that we can come up with the best plan of action for consolidating your accounts, and reducing total costs, whether they be for mobiles, fixed line, data services or telephone systems.

To find out more please get in touch! Please call us on 0844 856 3301 or email sales@spectrum-coms.co.uk

Management reporting for informed decision-making

Our structure means that we can provide detailed information across your telephony estate, even performing full analysis on your mobile usage, no matter what the network. We can schedule this work monthly or quarterly as required, and either concentrate on the whole account, separate cost centres, or even individual users where appropriate.

The main areas covered include the following:

- Trend reports – broken down into recurring and usage charges, mobile and fixed services.

- Cost profiles – breakdowns of recurring and variable charges by type and destination

- Infrastructure usage overviews – evaluating spend per line or handset

- User activity analysis – showing unnecessary and/or exceptional usage costs, frequently dialled numbers and inter-site activity.

Web-based expense management portals

Spectrum Telecoms has developed an extensive portal to help our fixed line customers to really understand their own account and usage trends. Information can be viewed by location, individual CLI or across the whole account, and can be extensively filtered and exported to help you find and store the information that will help you the most.

24 Hour access to the SpecBill portal will complement your invoice and includes the following:

- Site profiles – showing lines and equipment at each site

- Call destination profiles – detailing individual lines as well as sites

- Graphical report production to help you assess call trends and busy periods.

Spectrum Telecoms has carried out audits of this type across many industry sectors. The creation of monthly management reports which continue along the same lines as audit work are routine for many of our customers, no matter what types of services they have from us.

- Greater visibility – Data collation, bringing services from multiple suppliers under one provider to make it easier to keep track.

- Improved cost efficiency – such as rationalising connections.

- Creating strategies for future proof ICT, especially where it can help with future cost reductions, and/or improving resilience. For example, installing data services such as Ethernet or EFM, and linking these to their VoIP or video conferencing facilities.

Cost reduction management

Spectrum Telecoms will assign a consultant who will work with you on bringing your costs down, we will do the hard work for you setting realistic savings targets to get your company where it needs to be.

Cost reduction management includes:

- Planning, consultation and project management.

- Preparation of bespoke savings proposals across a range of products.

- Risk assessments and advice on improving your company's resilience.

- Savings measurement and analysis on an on-going basis.

How do we charge?

Our initial evaluation will enable us to recommend the appropriate fee structure, based on our understanding of your financial drivers, opportunities to make savings, and the services you need. Whether it's a cost based on a fixed fee, time and materials, a percentage of overall spend, a savings target or on a risk and reward basis, we'll agree terms before we start. For many of our clients, we provide on-going auditing as part of the service.

Why we are the experts?

Spectrum Telecoms has spent many years advising customers on ways to cut their costs. We have a wealth of experience in fixed line, mobiles, telephone systems and data circuits, not only as separate entities, but the multiple ways in which they can be linked together to increase efficiency and reduce your costs.

Analysis work that other companies have traditionally charged for, are offered as a complimentary and on-going service by Spectrum Telecoms to all our clients. This may be as a scheduled task for some clients, or as an ad hoc request by others, either way will make sure that you are kept up to speed when it comes to your telephony services.

Spectrum produce easy to read bills, and we have a versatile online portal, our account managers are always on hand to help you to understand your bill or your account, making certain that your business gets the most out of the services you need.