



# WHAT DOES TELECOM LOOK LIKE at your organization?

Most companies carry significant waste in their telecommunications infrastructure. Think you may be one of them? **Check the statements below** that apply to your organization. *If two or more are true, then you are most likely overpaying for services.*



## LANDLINE/VOICE, DATA INTERNET

- We rely on our telecom provider to tell us what services we have
- We approve invoices because they are within 10% of the previous month's charges
- We are paying over 17% in taxes (*enterprise customer average*)
- We have added multiple addendums to existing contracts
- We acquired another company
- We don't have a comprehensive process for tracking service adds, moves, changes, and disconnects
- We do not regularly review our service contracts
- There are unrecognizable/ indecipherable charges on our invoices
- Our order and/or invoice review process is decentralized
- Our budgeting process relies on last year's spend to determine next year's fiscal operational budget
- Our account team provides limited support
- We've never had a 3rd party review our invoices and service inventory
- Our invoice review does not tie back to physical devices or circuits



## MOBILITY

- There are separate voice and text components in our service plan
- We receive multiple invoices from the same providers
- We have international travel components in our plan
- We do not have a documented policy for ordering, tracking, and canceling devices
- We do not know how to evaluate pricing components
- There are unrecognizable/ indecipherable charges on our invoices
- We do not regularly review our mobility invoicing
- We've implemented BYOD without defined reimbursements



## Questions to ask if you are partnered with a **Telecom Expense Management company (TEM):**

**What was our company's on-boarding process?**

**How are you identifying contractual red flags?**

**What method are you using to identify questionable invoices?**

**What is your process regarding implementation of cost-saving measures?**

**What contractual support are you providing?**

**Ready to improve your telecom spend and free up funds for other projects?**

We can help. Get started by contacting us at [programs@questsys.com](mailto:programs@questsys.com)

