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# Telecommunications Lifecycle Management

## We Look Deeper To Get You More Savings!

### About

Founded in 1999, with offices in California and Pennsylvania, 4TelecomHelp, Inc is a private telecommunications consulting and managed services firm created to assist retail clients with every aspect of their telecom and mobility services. We specialize in telecom auditing, telecom installation management, carrier contract negotiation, ordering and provisioning, wireless cost management and telecom expense management (TEM). Our services can fit any size organization and any budget.

### Services 4T Provides

#### Telecom Expense Management

Invoice Management  
Telecom Audit & Optimization  
Dispute Management  
Inventory Management  
Ordering & Provisioning (MACD Services)  
Budgeting & Usage Management

#### Wireless Expense Management

Wireless Audit & Rate Plan Optimization  
Wireless Ordering & Provisioning  
Wireless Help Desk

#### Telecom Consulting

Fiberlocator  
RFP/RFI Services  
Telecom Contract Negotiation  
Telecom Contract Management  
Relocation  
National & International Fiber Broker

### How 4TelecomHelp is Different Than Every Other TEM Company?

- 4TelecomHelp, Inc. is Privately Owned
- Our TEM Cost are Substantially Reduced Compared To Larger Public TEM Companies
- Experienced Back Office Support
- Own Our TEM Software Called 4T-Titan which combines TEM, WEM, Provisioning & Help Desk into one cloud based portal
- Member of ETMA which is The Expert Technology Expense Management Association
- Have Assisted Multiple Retail Clients



### Case Study

#### Large Energy Logistics Company

**Company Profile:** One of the nation's largest independent petroleum products common carrier pipeline networks providing refiners, wholesalers, marketers, airlines, railroads and other commercial end-providing users with refined petroleum products. Pipelines in Northeastern and upper Midwestern states. Their telecom spend is over \$7M annually with more than 740 locations.

**Challenge:** Client was under contract with incumbent TEM provider and very unhappy. Services were unaccounted for, cost coding was inaccurate, invoices were unpaid, and there were wireless issues that were taxing their customer service team.

**Services Provided:** Monthly TEM Managed Services, Bill Pay, Audits, Inventory, Contract Negotiation, MACDs, Dispute Management.

#### Results:

- Audited services and uncovered more than 25% missing inventory.
- Identified every location and produced a consistent and accurate list of every entity that had phone service.
- Corrected 40% inaccurate cost coding.
- Through establishing a missing bills procedure, uncovered 20% of unpaid invoices.
- Set up a workable and efficient wireless help-desk.
- Consolidated their wireless accounts.
- Identified more than \$40K in disputed expenses within first 4 months of the TEM process.
- Brought all invoices up to date and eliminated late payment charges completely.
- Continued savings realized through the years of an average of 15%.