

Telecom Lifecycle Management

The Partner You Can Trust

Facing increased pressure to reduce telecom expenses? If you're like most telecom managers, you may not always have the resources to cost-effectively manage your company's complicated, rapidly changing telecom environment. That's why you should turn to ENGIE Insight.

ENGIE Insight helps you lower overall telecom costs and manage your telecom environment. Our services create value for your business by making your telecommunications more:

- **Efficient:** From wireless to wireline, we help maximize your telecom network performance and save you money at the same time.
- **Intelligent:** We capture, analyze and report on all of your critical telecom data to help you see more and save more.
- **Simple:** We manage multiple activities and data sets, from invoices to inventory to contracts. That means you can relax and focus on your specialty – running your network.
- **Integrated:** When all aspects of your telecommunications strategy work together, you have a powerful plan that is ready for anything.

Our Comprehensive Solution

ENGIE Insight offers a complete outsource service package that addresses the full breadth of your telecom management requirements.

Wireline Telemanagement

Composed of three key services – Expense Management, Service Order Management and Help Desk – we address all of the primary functions across your entire voice and data spend. As a trusted partner to your network management team we take responsibility for invoice processing and payment, build and maintain accurate inventories, manage contract libraries with expiration notifications, identify and correct billing errors, generate cost saving recommendations, handle MACD activity, provide help desk service and much more.



Delivered savings of 15-25 percent of spend



The ENGIE Insight Platform delivers powerful business insights through a single intuitive platform



Industry leading transactional capability, handling over \$22 billion in resource expenditures, supporting more than 700,000 facilities



Mobile Telemanagement

Wireless connectivity is expanding and some companies find this to be their number one telecom pain point. Your wireless assets include cell phones, smart phones, air cards, tablets, pagers and more — and our service covers them all. This service also includes the three major functions: Expense Management, Procurement/Provisioning and Help Desk. Working closely with your team, we provide solutions that support program managers with rate plan and usage optimizations, along with detailed reporting that ties together your entire wireless landscape of vendors and services. Our employee-facing portal allows you to link in intelligent automated, rules-driven procurement of devices and plans. Finally, our domestically-based help desk removes the burden of handling necessary but distracting support calls from individual users.

Strategic Sourcing

Entering into the most favorable agreements is truly a strategic exercise. Securing a market-leading price will ensure that you'll pay less for services, and best practice terms place your company in the most advantageous position to respond to internal business changes, market shifts and upcoming technology options. Our three-stage process—Needs Analysis, RFP Event and Negotiation/Contracting—begins by making sure you have fully identified, analyzed and documented the services to be acquired. Armed with an accurate shopping list, you are able to identify qualified vendors and compare their offers. Finally, highly structured processes during the negotiation and contracting stages yield contracts with both superior pricing and contractual language, placing you in the driver's seat with carriers and avoiding costly contractual oversights.

Network Consulting

Your choice of technologies, equipment, and vendors will lay the groundwork for achieving the lowest total operating cost. Accurate design and deployment of the network is paramount to your company's successful operational performance. Our experienced network consultants can provide insight and guidance into these options.

Key Telecom Lifecycle Management Functions

MOBILE • VOICE • DATACOM

Financial

Set & Track Budgets

Process Invoices & Allocate Costs

Validate Charges & Resolve Disputes

Network

Design Solutions & Deploy Service

Manage Inventories & Procurement

Maintain Service & Security

Business

Strategic Sourcing

Develop & Manage Policies

Manage Vendor Relationships



Data:

Reveals more opportunity



Insight:

Reshapes business strategy



Action:

Reveals results



Powerful Results

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