

Telecom & IT Outsourcing

Specialized Services for Optimized Telecom & IT

The past decade brought extraordinary change to the telecom and IT industry. In 2000, only one in six people worldwide had ready access to a telephone of any kind, according to Falak Consulting. By 2010, seven in ten had access to a mobile communication device. The technical advances, network build-outs, affordable devices and aggressive competition among carriers and manufacturers have made capabilities available to businesses so fast they have been challenged to keep up with the opportunities that exist. For many companies, outsourcing a wide range of services is an excellent solution.

Outsourcing enables businesses to remain current with the latest technology without making major investments in equipment, expert staff, constant training and other expenses associated with exploding technology. Instead, they partner with specialized providers of niche services, who have the resources and expertise to stay ahead of the curve. It is quite likely that outsourcing will continue to grow and become an even more valuable resource for businesses. The key is careful analysis, planning and selection of the right services and partners.

OUTSOURCING SERVICES OPTIONS

While virtually any service or activity can be outsourced, following is a list of many of the telecom and IT services that are most appropriate for outsourcing to a qualified partner:

Invoice Management – Telecom costs are now the third-largest expenditure for most businesses, yet

85% of companies do not adequately audit their bills before paying them. In addition, 14% of telecom bills are erroneous. ([Read more](#))

<http://bit.ly/GAosart1>

Contract Management & Negotiation – If a company's telecom contracts are two years old or older, they may be paying 20% to 30% more than companies that have newly negotiated agreements. ([Read more](#)) <http://bit.ly/GAosart2>

Inventory Management – Even in small and medium-size companies, keeping track of the many voice, data and wireless lines can be a daunting, time-consuming task. ([Read more](#)) <http://bit.ly/GAosart3>

Cloud-Based Services & Migration Strategy – The explosion of cloud-based services offers a wide variety of opportunities for businesses to save cost, enhance capabilities, increase security and optimize backup, disaster recovery and business continuity. It also enables IT staffs to focus on critical functions, planning and policy. ([Read more](#)) <http://bit.ly/GAosart4>

Help Desk & Trouble Ticket Management – Managing changes and resolving problems related to telecom services can be a complicated, frustrating process for businesses that takes valuable time away from other pressing business needs. ([Read more](#)) <http://bit.ly/GAosart5>

Customized Reporting – Most businesses do not have complete, accurate information about their



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telecom services. Generating these management tools can be a real strain on IT and administrative departments. ([Read more](#)) <http://bit.ly/GAosart6>

Mobile Device & Application Management – Mobile Device Management (MDM) and Mobile Application Management (MAM) are powerful business solutions that enable IT, administrative and management staffs to get greater control of mobile devices and applications for cost control, better security, higher productivity and other benefits. ([Read more](#)) <http://bit.ly/GAosart7>

Applications Hosting – Cloud-based applications and services can help businesses communicate more effectively and better manage their IT needs. ([Read more](#)) <http://bit.ly/GAosart8>

Server Hosting & Management – Hosting servers with a well-qualified data center that also provides management services can improve IT efficiency, dependability and economy. Outsourcing these functions can lower a business's costs, free up staff for other vital functions and ensure a more secure, up-to-date and reliable system. ([Read more](#)) <http://bit.ly/GAosart9>

Data Center & Colocation – Utilizing data center class infrastructure to manage both backup and production environments can virtually guarantee data preservation and uptime, minimizing business exposure and losses related to failures. ([Read more](#)) <http://bit.ly/GAosart10>

Disaster Recovery, Backup & Business Continuity – According to studies, up to 43% of businesses that experience disasters will never reopen; 29% will close within two years. Putting an effective disaster recovery and backup plan in place utilizing cloud-based services can keep businesses operating during an outage and keep them in operation after a disaster occurs. ([Read more](#)) <http://bit.ly/GAosart11>

Service Audits – Most businesses are unaware of the opportunities that exist to save telecom and IT cost, enhance capabilities, improve efficiency, ad security and more. An outside expert can often identify significant improvements. ([Read more](#)) <http://bit.ly/GAosart12>

Provisioning, Training, Equipment Setup, RFP & RFQ Management – Professional telecom & IT consulting firms have the expertise, current knowledge, resources and market savvy to assist in a wide variety of areas that businesses typically do have the necessary capabilities. ([Read more](#)) <http://bit.ly/GAosart13>

TEM – Enormous time and resources are required from IT and administrative staffs to effectively manage voice, data, internet and other services. Outsourcing telecom expense management (TEM) to an experienced partner can save money, optimize capabilities and efficiency, and relieve IT and office staffs of a huge burden. ([Read more](#)) <http://bit.ly/GAosart14>



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WEM – Up to 85% of a typical enterprise’s telecom bills are paid without auditing according to the Aberdeen Group. The Gartner Group estimates that up to 14% of those telecom invoices are erroneous. In addition, keeping up with new plans, devices and opportunities to optimize telecom and IT is more than a fulltime job. Outsourced wireless expense management (WEM) can keep a business current, save money and optimize its wireless investment. ([Read more](http://bit.ly/GAosart15)) <http://bit.ly/GAosart15>

THE ECONOMICS OF OUTSOURCING

Every business and situation is different, so it is impossible to predict how much any individual company will save by outsourcing services; however, the large majority enjoys significant cost reductions, when considering all applicable expenses. While there may be a substantial cash outlay to pay for outsourced services, there are usually far larger savings when considering direct and indirect costs. In many cases, an outsourcing partner can project savings after performing an initial assessment.

CHOOSING AND WORKING EFFECTIVELY WITH AN OUTSOURCING PARTNER

Choosing the right outsourcing partner(s) is critically important. Businesses entrust critical functions and data to their providers. A good approach is to start with an audit to determine what types of resources are needed. Then clearly identify objectives and desired results. Prospective

outsourcing partners can then be evaluated to determine which most appropriately matches the company’s needs and preferences. After creating and identifying the finalists, discussion can be held to determine the best fit and proposal terms. It is very important to set clear expectations, establish relationship parameters and responsibilities and perform regular performance reviews to ensure that the desired results and value are being realized. Moving through the process can be challenging to businesses that are not expert in the telecom and IT industry or need an objective viewpoint to assist in making decisions. It would be advisable to retain the services of an experienced professional to assist.

SUMMARY/CONCLUSION

In much of the business world, specialization is becoming the key to maximizing effectiveness. For most small- to mid-size companies – and even many large enterprises – it is not feasible to specialize internally in the complex, rapidly changing telecom and IT industry. The answer for a growing percentage is outsourcing. The right partner can provide the expertise, knowledge and resources necessary to achieve the maximum economy, functionality, security and return on investment. Outsourcing could be the key to out-performing the competition.

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