



BT One Voice expenses

Bring your mobility costs under control

The race to control mobile costs

Many organisations now spend more on mobile voice and data than on traditional fixed line services. While mobile tariffs may be decreasing, many businesses find that their mobile bills continue to rise. End-user enthusiasm for smartphones and tablets can easily outstrip the organisation's ability to manage the consequences of widespread deployment of new mobile devices. Managing mobility expenditure remains an urgent business need.

Few enterprises have all-round visibility or significant control of their mobile spending. All too commonly, expenditure on mobile services is handled through individual lines of business, local operations and fragmented processes. Without central, focused attention, contracts with mobile operators expire, leaving businesses paying uncompetitive rates. Mobile invoices go unchecked, billing errors unnoticed. Mobile policy is not updated in line with changing user behaviour, which in turn pushes up costs in new areas such as data consumption. Neither employer nor employee understands what is good practice and an acceptable model for consumption.

Managing mobile costs is not easy, but the financial gains are considerable. Implementing strong corporate mobility policies and tools can actively reduce usage and deliver savings of between five and 20 per cent. Similarly, purchasing and procurement of better mobile tariffs can reduce costs by five to 20 per cent.



BT One Voice expenses is the telecom expense management solution that best meets our needs. We think we have chosen the right partner to help us implement strong corporate mobility policies and control and predict our mobile spending."

Thor Grefslie, Global Telecommunication and Network Sourcing Manager at CGG

Identity, understand and control costs

BT One Voice expenses is a telecoms expense management (TEM) solution designed to help large organisations control mobility costs, optimise internal processes and manage usage levels.

A managed service, BT One Voice expenses will help you to:

- Ensure invoices from your mobile operators accurately reflect your contracted tariffs and usage
- Claim any credits due from over-charging on your behalf
- Improve the tariffs from your mobile operators through better purchasing and procurement
- Implement strong corporate mobility policies and tools that actively reduce usage

Our solution can typically deliver improvements in cost, process and usage that can achieve savings of up to 30 per cent on your mobile spend.

The core solution includes three modules, available in flexible packages, which combine services, integration and an intuitive web portal. BT One Voice expenses is supported by an optional consulting and service packages, including a Quick Start package to identify your business issues, benefits and priorities; and a more detailed assessment and health check that evaluates your mobile contracts, tariffs, inventory and usage data through call data analysis tools and supplier reviews.

Standard packages

Reporting	<ul style="list-style-type: none"> Invoice and call data record receipt and tracking Invoice trending Standard and customer-defined reports E-notifications of spending to end users Personal call tagging Inventory management and tracking
Revenue Assurance	<ul style="list-style-type: none"> Invoice validation and audit Contract compliance Rate plan optimisation Usage and behaviour reports
Ordering	<ul style="list-style-type: none"> Web portal ordering devices and services Ordering desk Automated inventory update from orders

Optional packages

Professional Services	<ul style="list-style-type: none"> One Voice expenses Quick Start Policy and strategy development Mobility sourcing
Service Management	<ul style="list-style-type: none"> Dedicated service manager





What sets BT One Voice expenses apart is that our objective really is to save money for our customers. Because BT is not a mobile operator, we are not driven by the need to grow revenue from users and so we can work objectively and openly with our clients and help bring about very often quite drastic cost reductions.”

Christine Vincent, BT Head of Managed Mobility

The benefits

Lower costs. Identifying and understanding all aspects of mobile spending, resolving the variable quality of mobile operator billing and actively managing multiple mobile network operators and contracts across many countries can all contribute to savings of up to 30 per cent of your mobile spending.

Accurate global inventory of your mobile fleet. An accurate, global inventory will contribute to cost control and reduce the complexity and cycle time for ordering and supplying new hardware and services to end users.

Robust corporate mobile policies. Implementing a strong corporate mobility strategy and ensuring compliance will help you to embed appropriate end user behaviours and deliver sustainable cost management in the fast changing mobile landscape.

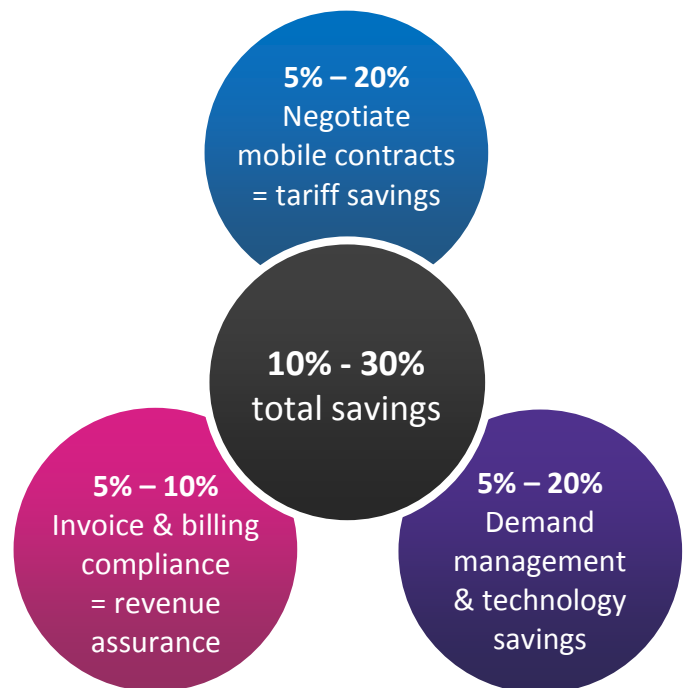
Support the evolving needs of mobile employees. As mobility becomes increasingly business critical, we will help you successfully meet end users’ needs for support across a range of devices, usage, applications and services with dedicated helpdesk facilities.

More efficient internal operations. By outsourcing non-core functions of supplier management, cost analysis, policy compliance, mobile device provision and user support, you reduce the pressure on internal resources and increase your business efficiency.

Why BT?

BT has an established reputation for delivering global solutions to help large organisations control and reduce their mobility costs:

- **Extensive enterprise experience.** We work with multiple mobile operators and support mobile enterprise users around the world.
- **BT is not a mobile operator.** Unlike mobile network operators, BT’s objective is not to increase Average Revenue Per User (ARPU) but to save costs and deliver strategic benefits for our customers.
- **Knowledge of global data & tariffs.** BT’s expertise in managing high volumes of call data and billing information from multiple mobile operators, and knowledge of local tariffs and plans, are central to cutting the mobile costs of our customers.
- **Unique intellectual property and tools.** We use unique tools to analyse and audit your mobile estate. Our real world experience allows us to drill down and understand your mobility cost base and identify economies and efficiencies.
- **Legal and regulatory expertise.** As a long established global provider, BT has extensive experience in managing contracts and negotiations on behalf of customers across many geographies.





Offices worldwide

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