

# SERVICE MANAGEMENT

IMPROVED CONTROL & EFFICIENCY



*partnerTEL helps  
maximize budgetary and  
operational performance*



## **The Problem**

When it comes to running a telecom department, mid-sized enterprises face many of the same challenges as multi-national corporations, but lack the budgets and staff to properly address them. Often, focus becomes centered on day-to-day activities, causing other responsibilities to slip, like assets not properly getting tracked or services not getting reconciled with contracts. Eventually, cost-containment programs can suffer and alignment between services and business drivers can be lost.

## **The Solution**

For all voice, data, Internet and wireless needs, partnerTEL helps organizations:

- Gain complete visibility and control over their telecom assets
- Align communications strategies with business objectives
- Contain costs through contract governance and smart procurement
- Manage all MACDs, outage restorations and service & billing issues
- Manage the invoice reconciliation and bill payment process

## **Service Inventory**

Do you know what you have, where it's located, and how much you are paying for it? These are difficult questions for any organization. By performing a complete inventory and building asset profiles in a secure portal, partnerTEL gives you a real-time view of all of your hardware and services, along with the contract terms associated with each element.

## **Service Audit & Planning**

Do you regularly audit your services inventory against their contractual terms? Using the results from inventory mapping, partnerTEL will match all services to their respective contract. We will identify and correct

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discrepancies, and insure all new purchases are done under contracted terms. By understanding your company's strategy, we can also help you build an operational, financial and service plan to best address both existing and emerging requirements.

## Procuring Services

If you need new or additional services, partnerTEL can match your specific business needs with vendors' services to deliver the solution you require. partnerTEL has contracts with nearly 50 vendors - including the Tier-1 carriers - allowing us to bring you the solution you need with highly competitive rates on:

- Switched and dedicated local & LD
- Private line, frame relay, ATM and SONET services
- Biz-DSL, DIA and MPLS
- Speeds from 56k to 10Gbps
- VoIP with PBXs and handsets
- Wireless devices & service
- Hardware, collocation, managed services and more!

## Service Management

Does managing moves, adds and changes take up too much time? How do you handle network events? With partnerTEL, we can act as a single point of contact for ALL of your day-to-day telecom duties, as well as managing outages and billing issues. While we coordinate with your vendors, your staff can spend their time on more strategic, mission-critical projects.

## Invoice Management

Are all your bills being reviewed, comparing charges to contractual terms, before you pay them? partnerTEL can do that for you - and more! We can receive your invoices in any format, scan them for archiving, audit the charges, flag exceptions, and even pay bills on your behalf. This helps improve financial controls and compliance, reduce processing costs and payment errors, and provides an easily accessible audit trail.



## For More Information

To learn more about partnerTEL services, please visit or call: [www.partnertel.com](http://www.partnertel.com)  
800 864-8840

*partnerTEL is one of the country's largest, independently-owned providers of telecom consulting, procurement, SPOC, accounts payable & expense management services. partnerTEL helps mid-sized enterprises tackle the strategic & operational challenges of communications & expense management surrounding voice, data, Internet & wireless services. partnerTEL has offices in the US, Costa Rica & India, with their corporate headquarters located in Atlanta, GA.*

