



TEMFORCE TELECOM TECHNOLOGY MANAGEMENT

EXECUTIVE SUMMARY BUSINESS CASE

About



Temforce Inc, C-Corp
444 West Lake Street Chicago IL 60606
Founded in 2014
CEO & Founder: Rob Bush

Services

- Temforce Provides Telecom Category Management SaaS and Category Management Services

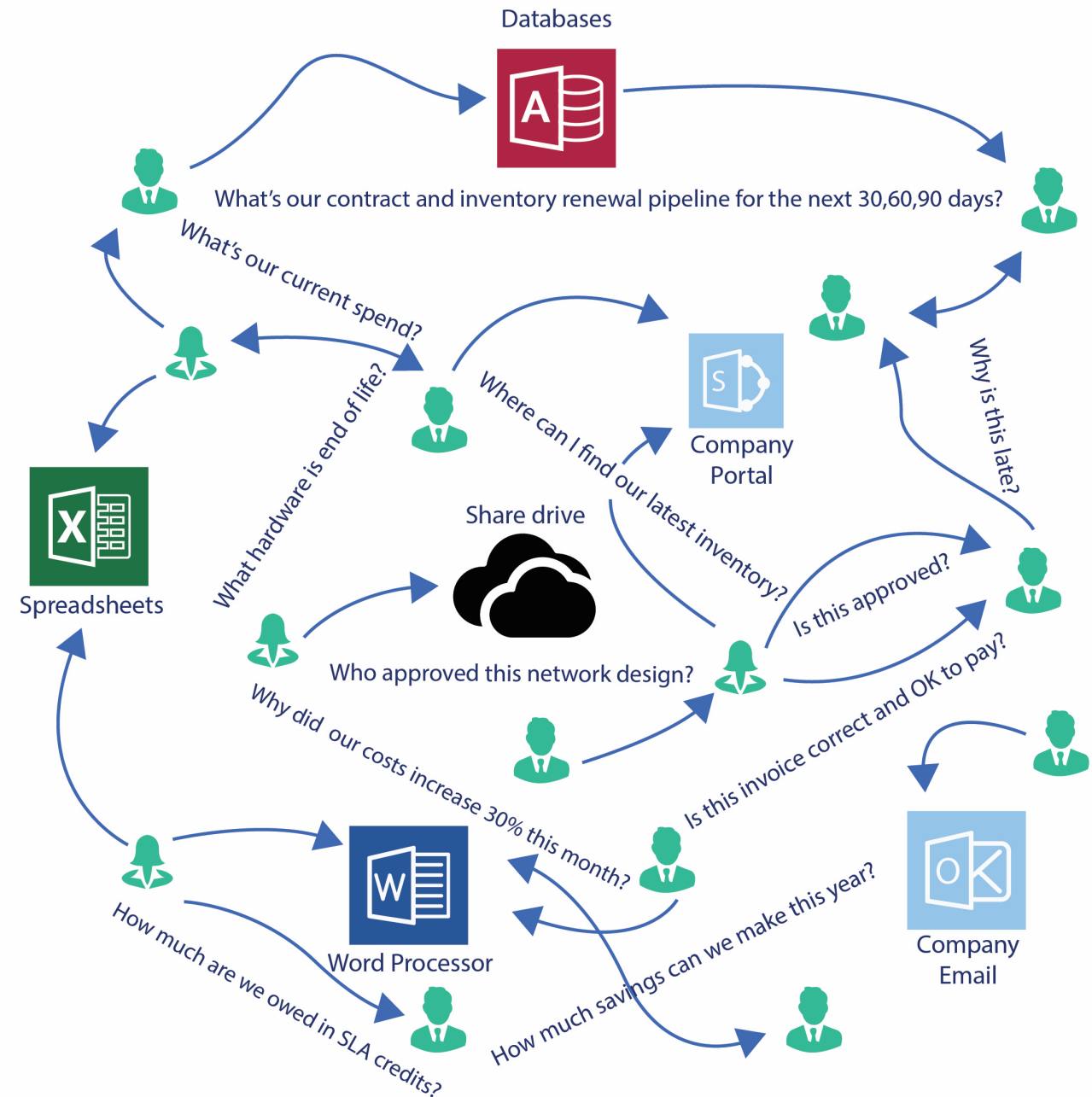
Temforce was founded by Rob Bush. Rob has 20+ years in Telecom Category Management and spent 16 years of his career working for UBS. At UBS Rob was responsible for the banks global Telecom Category Management of UBS's telecom network.

Leveraging his experience Rob and his team developed Temforce to manage end-to-end Telecom Category Management.

Temforce - All You Need To Manage Your IT and Telecom Category

Enterprise Chaos

How we manage our Telecom
& IT Category today






Temforce Streamlines TEM

With Temforce we will have:

- One application that will streamline our processes
- A central repository of our network inventory
- Financial validation of our network expenses



TYPICAL TELECOM CATEGORY MANAGEMENT CHALLENGES

		
PROCUREMENT LIFECYCLE	OVERALL COST	SPEND ANALYSIS
<ul style="list-style-type: none">• Tracking and recording approvals – emails back and forth in an un-auditable process• Knowing what was agreed with individual circuits (i.e. legal, pricing, SLAs, etc.)• Tracking project timeline and supplier delivery metrics	<ul style="list-style-type: none">• Lack of pipeline management – expired contracts rolling on a legacy rate• Services cancelled but vendors still billing• Multiple circuits between same locations that could be amalgamated• Lack of transparency of voice and mobile usage vs. contract billing vs. profile alignment• Poor Telecom Inventory quality	<ul style="list-style-type: none">• No clarity of products and services in place (i.e. vendor spend, contract commitments, cost per usage, etc.)• Managing service performance and SLA penalties• Supplier relationship management – accessing supplier performance KPI metrics• Unable to manage telecom portfolio future state planning

The Solution: Temforce Key Deliverables

These challenges can be solved through Temforce, a cloud-hosted application and with our team.

Category Management

Data insights to make smart and informed decisions

- Pipeline management of inventory
- Supplier relationship management
- Spend analysis (by region, product, etc.)
- Benchmark pricing comparison against known industry standards
- Performance spotlight, outages and SLA management, through integrated incident data

MACD REQUEST MANAGEMENT

MACD Manage change requests in a single automated workflow

- Control order approval process
- Bid management automation
- Standardise internal information (e.g. naming conventions)
- Standardise and automate service delivery notification

Invoice & Inventory Management

Orchestrate and automate network expense management

- Invoice Receipt
- Process and automate invoice validation
- Dispute Management
- Invoice Batch Report submission for payment approval
- Maintain a 100% accurate network inventory at all time
- Accruals Reports
- Finance Monthly Forecast report
- Inventory Validation

Business Intelligence & Reports

Maintain one centralized inventory source of all IT network & mobile assets

- Automate asset capture and retrieval
- Vendor contacts, contracts and orders automation
- CDR voice and mobile analysis
- Historical vendor quotes
- Monitor outages for the purposes of claiming SLA credits.

APPLICATION DEPLOYMENT OVERVIEW

EXECUTIVE SUMMARY

OVERVIEW

- Temforce propose to provide a **telecoms category management platform**, Temforce, that will give **complete visibility and control** across its extensive global circuit estate
- The onboarding process focuses on **rapidly gaining insights** into our telecom estate to bring **visibility and control** to our environment.
- **Immediate and expert-led analysis** of our Telecom Category profile and usage resulting in a waste management report enabling our business to **realize savings swiftly**
- Data gathering from our business telecoms financial ledgers and telecoms service providers will provide a **single pane of glass for telecoms** expenditure reports, BAU request management operations and a centralized telecoms inventory
- **High availability post-deployment support** instantiated providing **application maintenance** and addressing application issues
- Temforce’s **outcome-based deployment** and onboarding is centred on assuring **operational functionality and stability** addressing requirements from all areas of our business

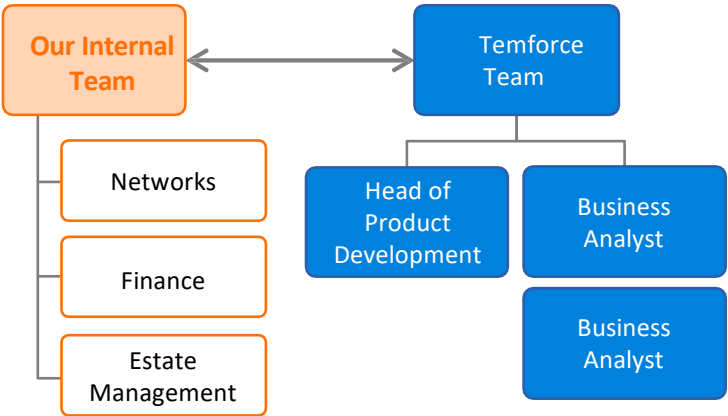
FINANCIALS

A breakdown of the deployment fee is as follows:

Component	Price
Monthly Software Fee	\$100 (Per Month / User)
Software Support & Maintenance and General Enhancements	Included
Application Deployment (One Off)	TBC

As Temforce is a SaaS platform, users can be added to the application at any time and thus the price above reflects this accordingly.

DEPLOYMENT TEAM



HIGH LEVEL TIMELINE

The steps below outline the approach to installing the application and setting up Temforce

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Kick Off						
Application Established						
Phase 1 Data Gathering						
Phase 1 Data Load						
Application Workflows Created						
Carrier Order Forms Setup						
Training & User Onboarding						
Sign Off						

TEM LANDSCAPE

THE BIGGER PICTURE

ROI OPPORTUNITY

- Without existing processes in place, the **return on a software solution investment** is **likely to be significant**. The industry suggests typical **savings of at least 10%**, and often nearer to 20% (Forrester)
- It is estimated that **up to 80% of telecom bills are inaccurate** and overbilling by 6% to 8% is not unusual (TEMIA)
- For many organisations, using a TEM provider is the **only cost effective** way to get **programme management needed to control spending** on telecoms given the **governance capabilities** provided by TEM (Gartner)

THE TEM MARKET

The TEM market is competitive with a number of prolific options being available, namely: MDSL, Calero, Tangoe, etc.

TEM vendors offer a wide range of solutions:

- Full TEM managed outsource of all activities – includes procurement, billing and inventory management, device lifecycle management, etc.
- Partial TEM managed service – billing validation only

A focus on billing validation is beneficial to an organization as it summarises billing data and presents invoice batch reports for payment approval however this brings limited ROI

Most TEM solutions are module-based and not fully interconnected. This can result in gaps or lack of transparency of information

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AREAS OF ROI FROM TEM FORCE

Savings: Achieve quick win savings associated with gaining telecoms transparency; e.g. disconnecting obsolete services, billing discrepancies, service SLA recovery, service renewals, optimising network infrastructure, voice and mobile rate plans and usage validation and profiling

Value and Sustainable Performance: Establish an ability to create and deliver value for all stakeholders on a continuing basis. Regular follow ups post-implementation assess workflows and functionality ensure optimum performance

Process Automation: Replace legacy business processes with audible automated methods saving time and effort; e.g. emails, spreadsheets, databases

Policy Enforcement: Turn policies into enforced business rules that are part of the overall workflow ensuring estate consistency and compliance

ABOUT

- Temforce is an out-of-the-box Telecom & IT Category Management SaaS solution that fulfils the gap in technology enabling organizations to manage their entire Category without outsourcing
- Continued development and releases of new features & functionality at no additional cost
- Application interconnectivity thus data flows seamlessly from one task to another, keeping all teams on the same page in real time
- The only TEM application allowing internal users to have direct real-time communication with external carriers bringing all parties together under one unified view
- Optimized for speed and agility thus freeing teams to do more valuable Category activities
- Designed to provide rapid entry points into any task or team providing an 'always ready state' for any merger, audit, negotiation or just a team meeting

Savings – Waste Management Validation Areas

As part of the on boarding application setup process, here's an example of the a few areas that Temforce will analyze to identify savings recommendations:

- Validate services are billing at the contracted rates by performing a deep dive review of contracts and invoices to identify errors and credits owed. Identify services that have been disconnected but are still billing, are billing at sites no longer used, are “live” but with zero utilization non redundancy based, are out of contract and therefore available for renegotiation at improved rates.
- Identify missed service level credits associated with network outages.
- Perform a deep dive of mobile and voice analysis including a comparison of invoiced and contractual rates, over-provisioning of usage profiles and call rates
- Network Optimization – Exploration of hybrid technology services or network designs to drive cost savings and network efficiencies.
- Benchmark rate review of an in-depth analysis of tariffs and contractual rates for validation of current cost and to negotiate savings where applicable.
- Mobile Plan Optimization - Deep dive analysis of current mobile user population to optimize current mobile spend with existing mobile operators.
- Audio Conference Optimization – review of current conference services to identify optimization opportunities to drive savings

Case Studies



GLOBAL BANK

- **\$300m annual spend** managed
- **c.200 users**
- Entire telecoms network data (data, voice and trader) managed
- **36,000+** network elements and inter-relationships managed
- **25% savings** across fixed and trader; 30% savings on voice and audio conferencing



SERVICE PROVIDER

- **\$40m annual spend** managed
- **24% reduction** in third party accessible expenditure in <6 months
- **36% savings** generated



CRM SAAS ENTERPRISE

- **\$80m annual spend** managed
- **350+** network elements



GLOBAL MANUFACTURING COMPANY

- **\$20m annual spend** managed
- **2,000+** network elements
- **\$60k per month** unused services identified and disconnected

Temforce API Integrations

Temforce is designed to support API connectivity to other third-party applications

- SMAL SSO – OneLogin & Okta – Leverage your SSO credentials to login to Temforce to manage and control who has access
- ServiceNow – capture project request or push and pull outage trouble ticketing information
- Lucidchart – visually capture IT network designs and store and access them in Temforce
- Google Maps – view carrier fiber maps (kmz) files directly in Temforce to visualize your network design and diversity



Google Maps



onelogin

servicenow

okta



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