

Telephone bills auditing and voice networks designs

The billing systems used by the PTTs usually are big and complex applications. This complexity usually generates a lack of flexibility, which generates errors in the telcos bills.

Verifying detailed large corporative bills isn't an easy task. Large organizations can have thousands of bills each one with thousands of logs. Few companies can dedicate the time and effort necessary to properly analyze this huge amount of data.

This is the reason why WANOPT offers a specialized service of auditing telephone bills. Our services identifies charges discrepancies and subsidise our clients when negotiating with the PTTs to get the due reimbursement. Our experience shows that savings around 2 and 8%, are usually attainable.

Usually the auditing process demands that the client makes the telephone bills available to us in magnetic media and allows starting reaping results within 90 and 120 days.

Besides the direct gains, through this kind of analysis, we become able to evaluate many other important aspects linked with the management of a voice network:

- Within which limits having dedicated contracts is a valid alternative;
- Within which limits having contracts with "flat rate" is a valid alternative;
- Within which limits pays off configuring thoroughly the least cost routes into the PBXs;
- When becomes feasible having a private voice network;
- When become feasible using services such as CENTREX;
- Adequately calculate the number of trunks and circuits.

Our services open the way to properly answer all this questions.

Additional services

Our analysis goes even further, we calculate how much the bills could be costing assuming several other service providers alternatives (and charging strategies), that allows us to identify which service provider would provide the more cost effective service for each call.

Therefore, our services would allow the identification of the following information:

- Value effectively charged (Consolidated telephone bill);
- Value which suppose to be charged;
- Value which would be charged if the service provider was A,B or C;
- Value of the bill if we select always the best alternative for each call.

With this results becomes possible not only spot discrepancies, but also verify within which limits exclusivity contracts are interesting.

Besides that, through these studies we identify the gains attainable by correctly selecting services providers in a per call basis and consequently we are able to match these gains to the cost to configure the PBXs properly (Least cost routes). We even generate the PBXs configurations.

Based on the detailed analysis of the telephone bill, we are able to identify the traffic matrix, the traffic profile and do all the necessary capacity planning. We can even analyse the feasibility of having a private voice network.

The process step by step

WANOPT

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White paper

- We verify from and to where each call was made;
- We identify the area codes from and to of each call;
- We verify how much each call suppose to be costing based on the client's specific contract and how much it actually cost;

Besides that, we also verify if the charging period is correct and if there is any additional fee being charged for unsolicited services.

To whom the services are aimed

- Large and medium size organizations with high voice traffic;
- Call centers operators;
- Hardware Vendors;
- Service providers (ILECs and CLECs).

Process general view

