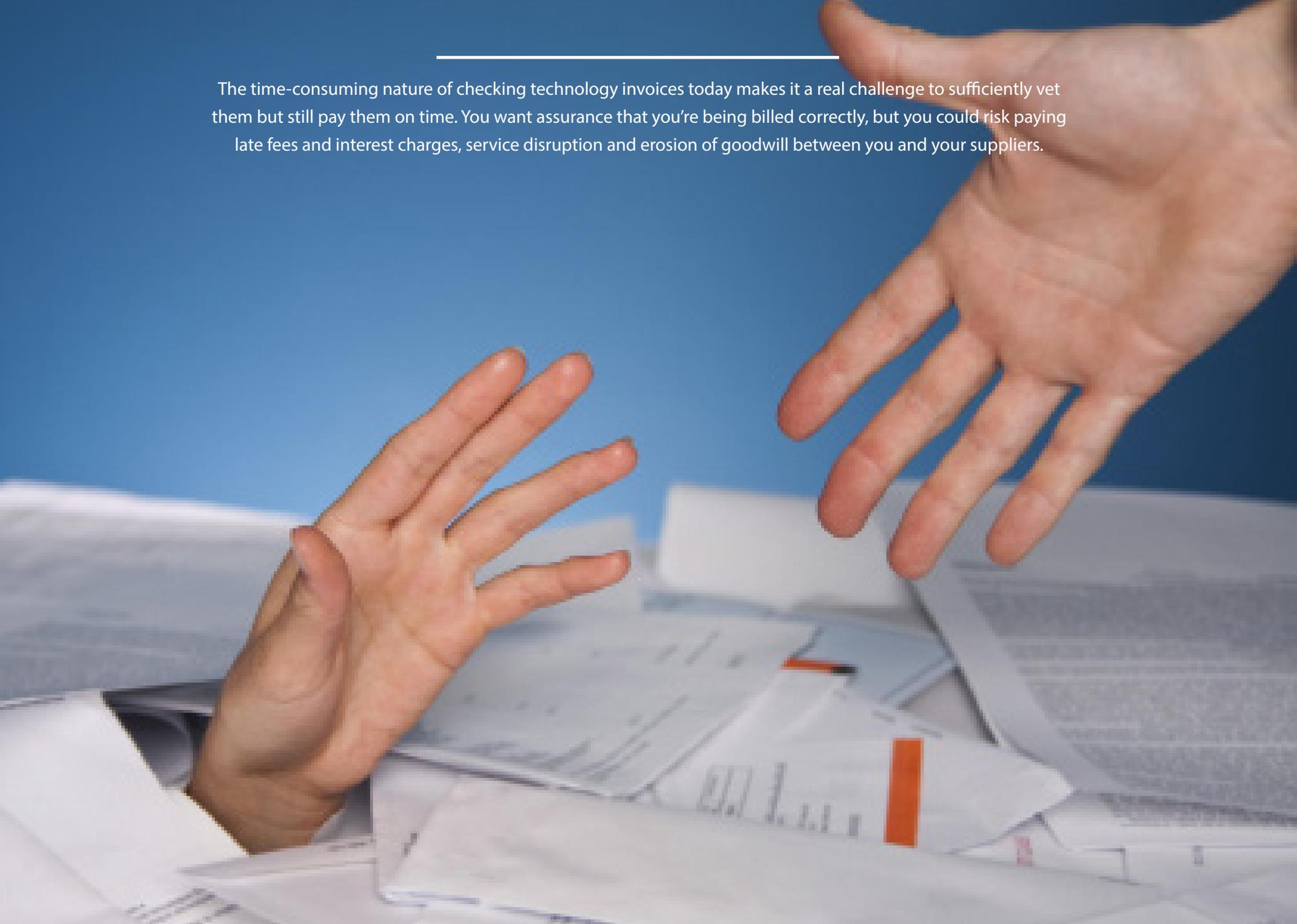




Take Charge of Your  
Technology Spend with  
Technology Expense  
Optimization

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# Introduction

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The time-consuming nature of checking technology invoices today makes it a real challenge to sufficiently vet them but still pay them on time. You want assurance that you're being billed correctly, but you could risk paying late fees and interest charges, service disruption and erosion of goodwill between you and your suppliers. In reality, you're hoping for more intelligence from all of that invoice processing effort. If you could just capture that data across your organization, imagine the value you could create for your company.

## The Rise of TEM

Think for a moment about the burden of processing your company's telecom and technology invoices -- hundreds of invoices, coming in from dozens of providers, received at all different office locations. Often these invoices are manually managed or entered into multiple spreadsheets that are routed around to various approvers within the financial and IT departments of your organization. Paper invoices cost a fortune to receive, print, process and store, and activating new services leads to another new mountain of paperwork. Worst of all, processing all of this paper makes it difficult for you to pay your bills on time and avoid sizable late fees.

Technology expense management (TEM) was developed to minimize this expensive and repetitive drudge work. TEM also makes finding inaccuracies in invoices -- some of which are thousands of pages long -- much easier than in the past. You may suspect that there are inaccuracies within an invoice that's one thousand pages long, but with less than 30 days to check the invoice, identify the issues, open billing disputes and get the invoice approved and paid, it's virtually impossible to do anything about it the old-fashioned way. Technology expense management automates that effort, enabling you to work smarter and process your invoices accurately, confidently and timely.

Technology expense management is a huge improvement, but it can also presents a new set of challenges. That's because most TEM tools simply make you aware of problems that you didn't know you had. What TEM doesn't do is actually solve those problems for you. Wouldn't it be great if there was a service that did? Enter technology expense optimization (TEO). TEO goes beyond just managing invoices and offers both solutions to problems identified and opportunities to achieve an even better return on your technology dollars. With TEO, your paper pile is transformed into data that doesn't just sit there, it tells a story; and that story is what allows you to make wiser decisions about how you direct your technology budget, how you allocate costs to areas using the services, and how you manage supplier relationships and contracts, all while streamlining your invoice management process.



# The Advantages of TEO Over Traditional TEM

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Technology expense optimization does everything that TEM does but adds several new dimensions. Importantly, TEO fully centralizes data about the technology services in place across your entire organization. From service specifications, to cost components, to commitment terms and contract copies, all critical decision-making data is stored in one easily accessible place. TEO puts that data to work for you in ways that TEM does not. With data centralized, TEO uses your own information to compare costs of technology services across various locations, suppliers and contract types to unearth opportunities to reset outdated, off market or obsolete pricing, migrate to more competitive suppliers or consolidate existing contracts. TEO enables you to quickly identify stranded, duplicate or unneeded services so that budget dollars can be redirected into current projects. TEO can also facilitate corporate acquisition, disposition or restructuring activity that requires a strong handle on the physical location and ownership of services as well as any restrictions on contract assignment.

Perhaps most importantly, true TEO leverages this centralized data pool to perform a complete service level audit of your monthly technology invoices, line by line and automatically within minutes of receiving electronic billing files. Your attention can therefore be directed only to exceptions that require review or intervention, allowing you to work even smarter than you can with TEM. This dynamic and detailed monthly match of services to billings, and the highlighting of exceptions, also alerts you when service changes are made anywhere in the organization. In a world where over 40% of technology spend originates outside of the IT department, that's what we call intelligent data.

Technology expense optimization also enables smart allocation of technology costs back to the individual users, groups or business units that are actually consuming those services. No longer does the IT department need to absorb the exponentially increasing costs of telecom, networks, applications, cloud computing and storage, cybersecurity and disaster recovery. TEO provides the functionality to easily assign shared costs to business units, and automatically inherit those accounting allocations every month when the bills come in, eliminating a traditionally burdensome, time-consuming and repetitive task.

The benefits for large or highly decentralized organizations are obvious. Without disrupting any existing processes, you can gain visibility into the types and costs of services at any level or location of your company. You can embrace rapid business growth via on demand services and hosted collaboration tools or undertake large-scale technology migrations but still retain the oversight, control and accountability you need to effectively manage your global technology infrastructure. Your business decisions will no longer be driven in part by how much paper and headache will be added to the process, but rather by how much value you can generate for your company.



Technology expense management may stumble upon cost savings or optimization opportunities in the normal course of processing invoices, but that is where TEM stops. The work of implementing those suggestions will move onto your already full plate. TEO, on the other hand, proactively digs deep into your own data to root out budget savings and identify ways to get the best services at the lowest cost and, if you approve, does the legwork to implement those proposals. TEO will even calculate and track the savings and return on investment that you've achieved for your company.

Technology expense optimization with BCM One, powered by our proprietary Sophia™ tool, is a first-of-its-kind managed TEO solution that unlocks all of the benefits that TEM alone cannot deliver. Quite frankly, we designed our TEO solution to correct the simple and fundamental flaws of TEM and we continue to lead the industry with new data intelligence capabilities.



# BCM One's Sophia™ Expense Optimization Tool

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Our proprietary TEO tool named Sophia offers all the capabilities of traditional TEM tools: digitizing technology invoices, invoice data parsing, automated invoice verification, expense allocation, electronic transmission of processed invoice data into client accounting systems and paperless storage of invoices.

Where Sophia separates itself from the pack is primarily in 6 key areas: dynamic inventory management, service level invoice auditing, embedded exception resolution tools, automated multi-level invoice allocation, proactive contracts management and custom workflow integration.

**Dynamic Inventory Management.** An inventory of enterprise-wide technology services, by its very nature, is stale the moment it is entered into a database unless there is a dynamic mechanism to constantly refresh service details. Sophia automatically updates inventory every time an invoice is received and exceptions are resolved, ensuring your centralized database of services is always current.



**Service Level Invoice Auditing.** Before a technology invoice even appears in Sophia for your review, it has been run up against dozens of automatic audit checks in the background to identify any billing inconsistencies. Sophia matches billing data to service inventory data from the invoice header level all the way down to the service number level, essentially performing a line by line comparison. It's the most extensive invoice auditing tool that we are aware of in the market today.

**Embedded Exception Resolution Tools.** Sophia doesn't just identify billing issues, it provides the tools to research and fix them right within the application with just a few clicks. From invoice detail and billing history screens, to billing dispute entry and tracking, to invoice exception clearing tools and one-click alert refreshing, Sophia offers everything needed to ensure invoice exceptions are efficiently resolved.



**Automated Multi-Level Invoice Allocation.** Sophia is the only tool that gives you the option of allocating technology invoices at the header level, the sub-account level or the service number level. The choice is yours. You won't need to re-allocate invoices every month since Sophia stores and automatically inherits allocations from month to month unless you wish to change them. That means you'll only need to spend time allocating any new services each month. That's more time you can devote to higher value projects for your organization.

**Proactive Contracts Management.** In addition to our contract summaries that extract the key terms of in force technology contracts, Sophia cues up proactive email notifications to your team when contract milestones requiring action are approaching. These alerts help avoid inadvertent auto-renews, tariff rate conversions and extensions of off-market contracts. With the click of a link, the BCM One pricing team can be instructed to get competitive quotes for your review. If you decide to order new services or change suppliers, BCM One can handle that transition for you as well.

**Custom Workflow Integration.** You'll never get "one size fits all" treatment from BCM One. We mold our tool and TEO process to each individual client based upon how they work and where the processed invoice data will go when it leaves our Sophia tool. To date, we've integrated Sophia data into most leading accounting packages, vendor management applications, ERP tools and client provided upload files. Our goal is to seamlessly fit into your workflows in place today.

# The BCM One Difference

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BCM One understands that your technology budget is necessarily limited and you need the most bang for your buck. BCM One strives to help you do that by providing you access to our own unique organizational resources: our supplier relationships, our seasoned professionals, our institutional knowledge and our commitment to optimization.

**Supplier Relationships.** We work closely with over 55 Tier 1 and other technology suppliers and over 5,000 managed network, productivity and cloud clients, which gives us the supplier pricing visibility and order flow insight to help you get the best deal out there.

**Seasoned Professionals.** You gain direct access to our experienced team of technology and data professionals when you work with BCM One. These are highly skilled client representatives who are in the field every day, working with companies of every size to find them the best package of technology solutions. We have up-to-the-minute knowledge of best-in-class technologies.

**Institutional Knowledge.** What's more, our relationships with and inside knowledge of supplier provisioning and billing dispute processes can allow us to take the burden off your team when it comes to dealing with suppliers if you so choose. We'll place orders, provide service and support and resolve billing disputes quickly and effectively.

**Commitment to Optimization.** BCM One provides every one of our clients with a written audit and optimization report. This report is full of actionable suggestions tailored to each client in order to achieve real savings, both historically (audit) and in the future (optimization). For example, if we find that you've been overcharged for a circuit per your contract, we will note that and open/pursue a billing ticket on your behalf. Or if you are being charged correctly but overpaying for that circuit, we will note that and provide three competitive quotes for your review. Of course, there's never any pressure or obligation to change services. We're just very good at finding places where you can save significant amounts of money and it's something no TEM provider is able to do.



Our TEO pricing is more competitive than TEM providers because we're a managed services company. The commissions we earn in other areas of our business allow us to offset a portion of the cost of your TEO service. For example, when you order technology services that are billed through BCM One, you won't be charged for TEO on those invoices.

Best of all, we will guarantee that we can save you more money than your TEO service will cost, or we'll refund the difference. No one else does that. Our 25 years of business experience and proven results give us the confidence to do so.

Talk to a BCM One representative today about how our technology expense optimization service, powered by Sophia, can help you leverage your own technology service data to accomplish more with less.





## CONTACT US

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