

Voice and Data Audit

This guide will show you how a simple Voice and Data Audit can deliver average savings of 25% on your Voice and Data costs. Read on.

Your challenge is to understand:

- Every detail of your communications setup – how your Voice Services, Internet and Security Services, Fax Services, Productivity Tools (Audio, Web and Video Conferencing), Call Centre Services, Data Networks and Information Technology infrastructure is operational throughout the business and how each service is billed etc.
- What medias of communication are ineffective and costly
- What communications investments, if any, will you need to make in the short and long term

BtL Communications can help you meet that challenge

By combining our levels of knowledge and expertise, we can deliver the clarity you need to make informed and cost saving decisions on your communication requirements for 2009.

We will ensure your communication setup is:

- Optimised for efficiency
- Cost effective
- Resilient

How will we do it?

The Voice and Data Audit will put you in full control of all the facts and will ensure your telecommunications setup is operating at its maximum potential and at the lowest possible cost.

The service from **BtL** Communications builds a profile of your telecommunications platform based on the devices, billing setup, mobile email solutions, internet, VoIP and disaster recovery setup. From the profile made, we can deliver comprehensive reports and set of recommendations on the overall efficiency and future requirements.

We can tailor a clients' billing setup with a bespoke price plan that offers a fixed price alternative to the normal way of billing usage, maintenance, professional services and rentals.

Armed with such knowledge, you can make dramatic reductions in future investments, optimise your existing setup and accurately predict your investment curve for 2009.

Overview of a Voice and Data Audit

The commercial reliance a business has on its communications setup is increasing exponentially. Failure to maintain and monitor the performance and costs of such setups can cause an impact on various areas of any business and yet certain key aspects are simply ignored even though the cost is minimal.

The **BtL** Communications Audit provides organisations with a solution to help balance performance and costs in order to achieve maximum efficiency.

Benefits

The Voice and Data Audit:

- Provides a central view of an organisations telecommunication setup by collating performance levels against costs
- Provides justification of future telecommunications investment
- Reclaims costs by identifying cost efficient billing and financing options
- Increases the communication flow between internal employees and customers by recommending new products and processes

The Voice and Data Audit has :

- Flexibility; each audit is tailored to individual customer requirements and would be performed prior to any change – to fixed or mobile communications infrastructure.
- A consultant report to include performance and configuration information, identification of any issues, and recommendations for changes the customer could make in order to maximise utilisation, efficiency and performance.

Other factors for consideration:

- How many sites need to be reviewed
- The number of customers and locations
- The amount of data sent wirelessly
- What type of internet connections are currently in use

Service Areas

Below is a description of the core issues affecting businesses and the telecoms marketplace.

Voice Services

With the advent of VOIP and alternative carriers to BT the choice for voice services has never been greater. BtL can assess how you currently communicate externally and internally using voice services and can advise on cost savings, business continuity, VOIP, productivity issues, fixed to mobile convergence and unified messaging. By looking at what you are trying to achieve not just what you currently do you will be surprised how you can reduce costs and increase functionality. We also look at the billing information you get from your suppliers and how faults are managed across the services and whether that helps you make decisions or hinders.

Call Centre Services

Many of the issues identified for voice services equally apply to call centres; we would argue that business continuity and productivity are even more important. Plus we would assess whether progressive or predictive diallers can be of use; how call recording improves training, reduces legal threats and even reduces non business related calls. Other issues to consider are how multi-channel call centres work today with centralised queues, as it is no longer sufficient to just provide people a number to call. Web, SMS, email and priority routing should be considered essential options in a modern call centre.

WAN, Internet and Security

By closely understanding what data usage your business has over the internet and the WAN if applicable, what hosting services are in place and how secure your organisations Firewall is we can build a picture literally and assess the options that

are available to improve performance, security, remote working, mobile access and enhancing convergence. In many cases depending on tail access methods significant savings or speed enhancements can be achieved. This report is designed as an overview and should give you the framework to start analysing your communications setup and how to identify costs that can be saved. If your current service providers are suppliers and not really partners or don't really have the skills to assess the issues discussed in this report, why not take advantage of this free service?

A case in point ...

The Client

A leading software manufacturer of financial software solutions to businesses on a Global basis.

Initial Solution

BtL analysed the billing data provided by and established that there were significant savings to be had by porting their existing 08xx numbers to **BtL**. Instead of paying for some of the services, they would receive a rebate and reduced number rental with a saving of 120%. Outbound savings were a little more modest at 23%. However the overall saving was an impressive 84%!

Later...

The client decided that in order to improve profitability whilst maintaining service levels that it would outsource as it had done in Canada some of its 1st line technical support to a specialist outsourcer in India. However they hadn't budgeted for the telephony integration between the two sites.

Solution

BtL implemented a network IVR solution that saved changing the phone system and connecting the sites by expensive leased lines. The solution has been successfully delivering the goods for 4 years now.

If you would like to find out more about a Voice and Data Audit, then please do not hesitate to contact **BtL Communications on the details below.**

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