

ProfitLine®

> Telecom Lifecycle Management

What if you could take a substantial portion of your telecom budget and move it to your bottom line?

When you outsource your telecom spend to ProfitLine you'll do more than relieve your organization of the management headache. You'll also achieve substantial savings, efficiencies and performance improvements that show up on your bottom line. ProfitLine backs up this promise with Service Level Agreements (SLAs) and Six Sigma methods.

TLM 360™, ProfitLine's premier telecom expense management solution, delivers 360 degrees of savings and value. From source to pay, we'll take responsibility for the entire process of managing your telecom budget. At every step we'll increase precision and shrink management costs while expanding visibility into your spend and the value it's producing for your organization. Savings, efficiencies and performance improvements in one area multiply those in others. We not only process your invoices, for example, validating them at the line item level, we also make the payments directly and ensure they're properly applied by the vendor. Plus the deep insights into your spend we gain from performing these tasks enable us to help you negotiate even better contracts the next time around.

TLM 360

Source-to-pay telecom expense management



- Pay for only the services you need
- Consolidate low-usage services and optimize account structures, billing formats, bandwidth upgrades, etc.
- Know exactly how good a deal you're getting compared to industry best practices—down to the line item level
- Obtain a better deal faster, so you can start enjoying the savings sooner
- Renegotiate contracts efficiently every year to take advantage of dropping prices and gain months of additional savings
- Rely on the accuracy of our state-of-the-art service order management system
- Know that all your orders are being checked to ensure correct application of charges, discounts, waivers, etc
- Let our provisioning experts intercede to correct vendor mistakes

- Develop fair & effective mobile provisioning policies that support how your people work
- Consistently enforce policies through rules-driven Web ordering portals (including administrative & end-user self-service)
- Give your employees one place to call when they have a problem with their Blackberry, Treo or other mobile device—even when multiple vendors are involved
- Have confidence that your billing inventory is always accurate since it is updated automatically by our service order management system
- Track all your handsets so that you always know exactly where they are
- Apply business intelligence tools to modeling and predicting usage levels
- Eliminate tedious adjustments to accommodate continual vendor billing format changes
- Know that all your invoices are being automatically validated against your contracts, inventory and usage—and any discrepancies audited by our billing experts
- Use simple Web tools to set exception thresholds and variance allowances that guide automated validation processes
- Have confidence that all of our processes and internal controls have been subjected to SAS 70 audit
- Eliminate the need to file billing claims, relying on our 99% success rate in getting vendors to correct their mistakes
- Reduce late fees & disconnects to near-zero
- Rely on our automated systems to pay your bills in a timely manner—and our people to notify vendors well in advance of due dates whenever billing issues require research that may delay payment
- Eliminate laborious reconciliation tasks while ensuring that all misapplied payments are corrected
- Increase allocation & chargeback speed & accuracy, improving manageability of departmental budgets
- See exactly what you got for your money and uncover cost savings opportunities as our auditors present a thorough year-end review that puts you in a position of strength to enter the next round of contract negotiations

Gain more value with every trip around the lifecycle, benefiting from our Six Sigma work processes and culture (over 10% of our workforce holding Six Sigma green and black belts). Year after year, ProfitLine makes it our job to deliver substantial new value in the form of incremental savings, increased efficiencies and telecom performance improvements.

Description of services

TLM 360 is ProfitLine's most comprehensive solution. It includes all of the services provided by our other solutions:

TLM Sourcing

- Directed negotiation
- Benchmarking & scorecarding
- Detailed vendor analysis & business intelligence to facilitate "apples to apples" comparisons
- Rapid automatic analysis as negotiations progress
- Contract management
- RFP development
- Status reports

[learn more](#)

TLM Invoice

- Invoice receipt
- Inventory validation
- Contract compliance
- Audit & optimization
- Coding & allocation
- Payment & chargeback
- Regular account reviews
- 24x7 Web reporting & business intelligence tools

[learn more](#)

TLM Wireline

- Web ordering
- Advanced service order management
- Workflow-driven approval chains
- Auto inventory updates
- Order checking against contracts & policies
- Intercession with vendors to correct provisioning mistakes
- 24x7 Web order status

[learn more](#)

TLM Mobility

- Policy development & enforcement
- Device ordering, provisioning & shipping
- Rate plan optimization analysis & execution
- Billing reconciliation & auditing
- 7x24x365 Customer Care
- Anytime Web access to information

[learn more](#)