

Benchmarking Service

The Smartbill® Benchmarking service allows government agencies to see how their 'current pricing' compares against 'other pricing offers' in the market place. Smartbill will model each 'pricing offer' against the agencies actual 'call traffic profile', to produce an accurate 'Apples vs Apples' comparison report, that will greatly assist the agencies negotiation strategy and decision making process.

Smartbill accepts pricing offers from all known carriers (Telstra, Optus, Vodafone, etc) across all categories (Fixed Voice, Fixed Data and Mobility), in the form of CUA pricing, Non CUA pricing (Direct from Carrier) or even Split Fleet Arrangements.

Where there is complexity in the benchmarking process, our experienced team of professionals are on hand to provide the analytical support and guidance, to extract best and final pricing from the carriers.

Smartbill knows that organisations place trust in our services to accurately determine future telecom expenditure, and there can be no substitute for accuracy within this analysis space. Telecommunications analysis is our core business and we have made the necessary investment in our proprietary call re-rating software, our people and systems to deliver a respected and trusted service that is relied upon by organisations and carriers for over 14 years.

The Smartbill benchmarking service is inclusive of 'plan optimisation', to ensure correct plans are assigned to each service number, based on actual usage history. This important process will allow your Telecom expenditure to be truly optimised, by removing the wastage that occurs through inefficient plan selection (over-committed and under-committed plans).

Smartbill has built up a register of more than 50 optimisation areas that are systematically cross checked against the agencies billing data for optimisation/savings opportunities.

The Smartbill approach to benchmarking will ensure both cost minimisation and cost certainty, while maintaining the necessary protection against excess data charges.

In addition to pricing, there are many 'other topics' that need careful consideration when evaluating carrier offers. Smartbill is committed to providing benchmarking support and expert advice on these topics, some of which are included below:

- Split fleets Vs Single carrier
- Contract clauses that allow for new product / technology adoption mid contract (e.g. 5G Technology)
- Mobile Plans with integrated managed service funding
- Carrier funds (Technology Funds, MOTIF Funds, Loyalty Funds, Incentive Funds etc) in place of rate discounts
- Expenditure based discounting clauses
- Clauses that ensure carriers will contribute resources to manage the churn/port process in the event of a carrier change
- Analysing the cost of carrier change
- The importance of built in mid-contract benchmarking clauses
- Inhouse managed Vs Outsource

Time to produce Report

- 1-3 working days

Advantage to Government:

- Allows your agency to see how your pricing compares to organisations of a similar size based on recently signed carrier contracts.
- Allows your agency to make a decision based on numbers with all components of the offer considered in the benchmark analysis including carrier tech funds, loyalty funds, growth funds, discounts, etc.
- Allows your agency to understand the true cost differential between your current network and other carriers.