Monthly Management Insight Report

The 'Monthly Management Insight Report' provides agencies with a broader view of the Telecom environment, across multiple reporting categories, not just billing and expense management.

While understanding your monthly billing and telecom expenditure will always be of the highest importance, the management Insight report will paint a more complete picture of what is happening in your Telecom environment, by reporting on multiple categories including:

Billing

1. **Month on Month expenditure**
   - View month on month expenditure, in an apples vs apples format and view supporting commentary explaining variances
2. **Spend per Account Trend Report**
   - Total cost of Telecommunications spend broken down by account
3. **Spend per Category Trend Report**
   - Total cost of Telecommunications broken down by: Fixed Voice, Fixed Data, Mobile Voice, Mobile Data etc)
4. **Spend per Cost Centre Trend Report**
   - Total cost of Telecommunications broken down by Cost Centre

Reducing Wastage

5. **Potentially Redundant Services Reporting**
   - Identify services without usage for 1, 3 and 6 consecutive months

Provisioning

6. **On and Off Services Reporting**
   - Identify services within each category that have stopped billing (OFF) or, started billing (ON) in order to keep track of inventory changes

Account Hygiene Practises

7. **Housekeeping/Account Hygiene Report**
   - View a listing of services where the owner is unknown, location is unknown and cost is not allocated

Expenditure Forecasting

8. **Forecasted Spend**
   - View the forecasted spend, data usage and hardware costs based on historical patterns and known future events
   - View projected costs per category (Mobile, Fixed Voice and Fixed Data) and per whole of business

Budget Reporting

9. **Budgeted Spend Vs Actual Spend**
   - Provide budget reporting per cost centre based on customer budgets or auto populated budgets based on plan cost

Hardware Expenditure Management

10. **Hardware Purchase Reporting**
    - Provide report on current and trend hardware costs

Handset Repair Costs

11. **Repair Cost Report**
    - Provide current and trend reporting on the costs of repairs so the business can make decisions about their internal repair process rules

Service Desk Activity

12. **Service Desk Activity**
    - View number of tickets raised per category (Ticket Type)
    - View number of calls to the helpdesk, number of emails

Asset Management

13. Potentially Redundant Hardware
- Track hardware that is not being used, so decisions can be made regarding redeployment, asset management

Carrier Contract Compliance

14. Compliance Reporting
- Track minimum spend commitments specified in the contract
- Track minimum connected services commitments specified in the contract
- Report on unapproved barring profiles
- Report on the use of non-compliant plans

Telecom Expenditure Management

15. Usage Reporting
- Excess Data Charges incurred
- International Calling and Roaming Charges

Other Items for Consideration

16. Items for Consideration
- Any items that may need management consideration

The Management Insight Report can be produced at any level of the organisation Cost Centre Hierarchy, allowing targeted reporting to senior management and all levels of cost centre management.

The visibility provided by the report is suitable for Management (Accounting, Finance, IT) and Telecom Administrators, and is an excellent wholistic review of the Telecom environment for those who are not logging into the portal regularly or are perhaps time poor and rely on executive summaries due to the nature of their role.

Advantage to Government:
- Time poor management can receive a comprehensive report that paints a detailed picture of the Telecommunications environment
- Targeted reporting putting responsibility on to the respective managers
- Ability to use the report as a reference point in monthly service review discussions
- Keep on top of issues before they grow into bigger issues