



Back-Office Support Services

Solutions for the Telecom Expense Management Companies >>

KGiSL offers back-office services to TEMs in the areas of auditing, benchmarking, tendering and evaluation services. These solutions deliver measurable results to TEMs and are tailored to help reduce operating costs and generate additional revenues while improving process efficiency and enhancing customer satisfaction.

Analyzing and locating errors in telecom bills is a tedious and time-consuming task. The back-office helpdesk team functions as an extension of client's process and offers bills analysis support for voice, data and mobile services, devices and networking equipment.

- ☞ Analyzing bills to determine the cost differences
- ☞ Publishing Analysis Reports
- ☞ Cost Breakdown Reports
- ☞ Preparing Claims Statements
- ☞ Tendering
- ☞ Benchmarking
- ☞ Identifying Optimization and Cost Reduction Opportunities
- ☞ Managing Records and Documentation

KGiSL provides tested and proven business support back-office solution within the existing Telecom Expense Management Software (TEMS) system, technology and workflow, streamlined process, integrating our team with the client's to provide the support and flexibility needed to keep costs down and to maximize capacity.

Services are customized around client specific needs and deliver highest quality without sacrificing speed and efficiency. The back-office support plays a major role in determining the ultimate success of our clients. Please contact us for more information about our Back-Office Services.





Case Study:

Client Profile:

An industry-leading Australian Telco Expense Management company with primary business focuses of providing its 100+ corporate clients with telco bills auditing, benchmarking, tendering and evaluation services. Bills analysis for mobile phones, fixed lines or data usage is aimed at helping the customers with

1. A powerful insight and understanding into telecommunications
2. Detailed reports that guides through usage patterns and demonstrate how businesses generate costs
3. Identifying billing errors in telecom invoices
4. Claims to overcharging identified on telecommunication services
5. The basis for tenders of carrier contract negotiations

The Challenge:

The client analyzes a very large volume of telecom bills from each of its corporate customer. Interpreting and comparing complex Telco pricing and contracts, and providing users with an effective expense management report required dedicated time and attention. The company engaged KGI SL to help increase their overall service efficiencies.

How KGI SL helps this client?

Upon assessing the company's bill's analysis functions, we identified operational areas that could be outsourced and developed a strategic solution to increase productivity through support for several back office functions. We offer helpdesk functions that quicken the processes and that leverages an existing TEMS system which is widely used by top corporates in Australia and other countries. A Back-Office Support Service Center (BSS) was set-up to drive changes and derive seamless benefits through KGI SL. Following are the core support services being offered:

- ☞ Comparing and analyzing bills to determine the cost differences
- ☞ Identifying Optimization and Cost Reduction Opportunities
- ☞ Tendering
- ☞ Benchmarking
- ☞ Cost Breakdown Reports
- ☞ Preparing Claims Statements
- ☞ Publishing Analysis Reports
- ☞ Managing Records and Documentation

Results:

- ☞ 98%-100% accuracy levels
- ☞ 100% in meeting turnaround time
- ☞ 30% reduction in operational costs