



In these days of telecommunication mergers, changing rate plans and local and long distance competition it is difficult to stay on top of your voice and data services and costs. For most companies communication costs have grown to become one of the leading expenses following payroll. This is

especially important when you realize how much your organization depends on these services to conduct your everyday business.

Just as every business has grown in complexity, so too has the field of telecommunications. Impact Network Services, Inc. (Impact) specializes in assisting organizations through this complexity utilizing our industry experience, tools, and processes to give your business an advantage in managing your communications environment.

### **Unbiased Approach**

Impact's niche focus and unbiased approach sets us apart from other companies in the telecommunications industry. The most cost effective communication strategies involve utilizing the best or most competitive market offerings, which may not come from just one vendor. Impact's industry experience and unbiased approach will evaluate solutions that are best for your organization and will necessarily look to multiple sources for the best solutions.

### **Methodology**

Impact focuses on your companies specific telecom needs and costs and will help guide you through the process of reducing and controlling these expenses. Our cost reduction methodology begins with an assessment of your organizations business needs and applications and analysis of your current telecom spending. Impact then presents recommendations and initiatives utilizing a combination of optimization, elimination, new processes and contract restructuring or replacement to ensure that your organizations dollars are being invested as wisely as possible.

### **Experience**

Since its inception in 1999 Impact has assisted its clients in eliminating more than \$20 million in annual telecommunication costs. In one instance we were successful in obtaining a one-time credit of more than \$950,000 from a vendor. With prior experience on the customer, retail and wholesale level within the telecommunications industry, we leverage our experience, as well as our network of contacts and relationships to benefit our clients.

### **Flexibility**

Being small and niche focused allows Impact to be extremely flexible as to the variety of services that we offer. We consider each engagement to be custom and tailor our approach to meet our client's needs. Impact has offered everything from a complete outsourced telecommunication approach including the integration of our proprietary inventory management tool down to a simple assessment of a current environment or strategy. Furthermore we will work on a gain-share, fee-based or a combination of the two and only charge for the demonstrated value that we bring to your organization.



## **Impact Service Offerings:**

### **Rate Analysis and Benchmarking**

Impact understands the importance of telecommunications and IT benchmarking. We conduct a comprehensive rate analysis and provide benchmarking tools, focused on your unique price and service requirements so that you are able to achieve desired goals.

#### **Elements:**

- Evaluate cost saving opportunities and expense pattern
- Access to all tariff resources
- Audit and recovery of expenses of underused services
- Rate negotiation support
- Provides accurate, detailed data to manage your business

### **Financial Management**

Many organizations find it difficult to properly account for and/or equitably allocate technology expenditures. Accurately charging users for technology resources and services is fundamental to overall technology cost control. Impact applies its expertise and "best practices" to help clients design, develop and implement an entire framework for managing technology expenditures. Impact's Finance Management Services help clients better understand, manage and ultimately reduce total technology costs. To monitor and control costs on a go forward basis, Impact will outline for client's specific billing items and variances that warrant review and/or validation. Impact will identify billed items that despite being in compliance with appropriate tariffs are potentially fraudulent or abusive. These may include: 900 calls, third party billing, and incorrect pre-subscribed Interexchange carrier (PIC) codes. Impact will identify LEC billed Long Distance, Casual Calling, etc. Impact's solution can provide customized reports to identifying these exceptions. Impact will then implement identified cost avoidance measures (i.e. blocking factors on LEC bills preventing third party billing) to have these occurrences eliminated from billing going forward.

#### **Elements**

- Identify proper costs for each service invoice
- Establish a specific variance range for each service
- Create appropriate accrual accounts and proper allocations
- Create invoice monitoring parameters or a "red flag" report
- Assist with developing and measuring vendor performance against contract compliance metrics and service levels
- Integrate all telecommunication costs to their proper ledger account

## **Contract Management**

Impact has the specialized knowledge and experience to help your organization leverage its infrastructure to ensure the best possible industry contracts. It is critical that organizations have a strategic plan to optimize their contracts and those contract's commitments. Impact is experienced in contract enforceability and interpretation. We are committed to understanding your business and technical direction so that we can assist with your company's cost and performance requirements.

### **Elements:**

- Critical cost component analysis
- Streamlines management of multiple service contracts
- Maximizes flexibility
- Manage term dates: renewal, termination and renegotiations
- Ensure Service Level Agreements are followed
- Monitor commitment levels and thresholds
- Impact offers comprehensive strategy review and negotiation for all your Telecommunication contracts

## **Optimization Analysis**

Impact can provide savings analysis recommendations that will result in ongoing cost reductions. Impact has a team of analysts dedicated to researching and identifying savings opportunities and helping clients optimize and realize savings in a timely manner. Impact's typical recommendations do not require physical changes to existing facilities, but rather implement discounts or more efficient billing arrangements already available to clients resulting in reducing monthly recurring charges. If Impact is engaged to identify optimization savings initiatives, Impact can conduct a physical inspection of client sites. This will allow Impact to identify circuits/lines that are not being utilized or are cross connected to equipment that is not used. Removal of these circuits/lines creates immediate monthly savings in the future. Impact will seek to enhance savings under vendor offerings already used by clients and always obtain our client's approval before implementing any optimization recommendations.

## **Software and Tools**

Impact has developed financial management software specifically designed to help manage invoice processing. Our package is designed to ensure that invoices are processed timely, efficiently and linked to our client's proper general ledger accounts. First time invoices or existing invoices not matching the established parameters are flagged and can then be managed by exception. In addition to our software, Impact is well versed in the many software tools and ASP offerings available in the market today. Impact's goal is to best understand what our client needs are and insure that they have what will work best for their management environment. This can include everything up to the complete outsourcing of invoice receipt and payment if preferred. In addition to the various invoice software programs available, Impact has and will build inventory management tools to keep track of services and telecommunication assets by location (commonly referred to as site sheets). These tools can assist organizations in everything from order placement through service and repair.