

# Online Brokerage Trades-Up with Avotus Intelligent Communications Management™

## Executive Overview

The customer is an online brokerage firm with offices in 12 locations and an 1800-seat call center. The firm turned to Avotus for help to supplement its three-member team responsible for managing over 40 telecommunications carrier relationships.

## Business Need

The customer required support to manage their 150 accounts, 200 monthly invoices, 3000 inventory items, and a dozen change orders per month, which were being handled by their three-member telecom management team. They needed to implement an automated solution quickly as the members of their team were planning to quit the company.

## Approach Adopted

Team Avotus helped the customer with the Avotus ICM Elite Expense Management suite, which enabled the brokerage to completely outsource the management of their carrier relationships. By utilizing a technology based solution, Avotus provided the brokerage with the following value-added managed services:

- Process and manage incoming invoices
- Track service orders
- Handle dispute resolution
- Manage communications assets
- Verify payment approvals
- Recommend plan optimization

Although Avotus provided these services to the customer, it ensured that the brokerage still had visibility into their communications activities. An automatic email was sent to the customer whenever new invoices were processed, with discrepancies automatically flagged, order statuses shown, and payment processes highlighted.

## Results

By outsourcing their communications expense management to Avotus, the customer gained significant savings. Since creation of an accurate inventory is the cornerstone of the Avotus ICM solution, Avotus discovered inventory and billing errors resulting in \$1.5 million USD cash credits from carriers. By implementing purchasing processes based on best practices, Avotus ICM ensured that all new orders were initially approved and then placed correctly with the carriers. The automated ICM solution helped the customer reduce their invoice processing time from over 30 days to less than 5 days, eliminating late fees. In addition, staffing for the department was reduced by 2.5 people.

### Avotus Advantages

Reduced invoice processing cycle from 30 days to less than 5

Discovered inventory and billing errors resulting in cash credits of \$1.5 million USD

Reduced staffing by 2.5 people



CASE STUDY

## About Avotus

Avotus is an award winning provider of Communication Lifecycle Management solutions that manage enterprise communications assets and services and tackle associated challenges. With over 30 years in the business of excellence, Avotus serves over 1000 customers across 41 global destinations, many of which are industry leading Fortune 2000 customers.