

Managed Services

Communications Lifecycle Management Services

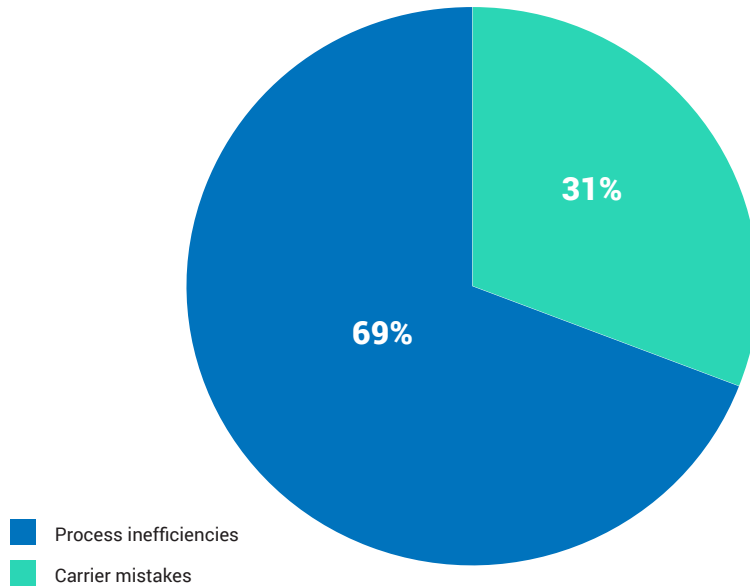
Great data. Better decisions. Best outcomes.

In today's rapidly changing business world, enabling effective communication among your employees and across your customer base is a critical success factor.

To optimize your costs each and every day — and gain better results — requires that the right people have the right access to the right services. This persistent optimization is the essence of Communications Lifecycle Management, and real cost savings is the result.

Legacy telecom expense management services capture about 31% of all possible cost savings using an audit-centric approach to identify and recover from carrier mistakes. 69% of the cost overruns are due to process inefficiencies that are normally overlooked.

Cost savings opportunities¹



¹NTT Communications Lifecycle Management anonymized benchmark data

Our **Communication Lifecycle Management Services** deliver the insights you need to manage the complexity of voice, data, mobile, IoT, conferencing and cloud expenses **across multiple vendors and thousands of devices** wherever you do business across the globe.



You can capture **three times the savings** by moving from a communication expense audit model to a cost-optimization model, with our **Communications Lifecycle Management Services**.

Our service goes far beyond cost recovery from carrier mistakes. We deliver the evidence-based insights you need to build the fundamental communication practices that detect and respond to changes that drive excess cost. The outcome you can expect from our service is an accurate, streamlined and effective communications lifecycle management process that spans from sourcing through to payment – and every step in between. With our service, you can achieve operational excellence that delivers real cost savings, driving a positive and sustainable impact on your P&L.

Delivering the right people, the right access to the right services each and every day.



Global delivery, local results

With NTT's global infrastructure, exceptional communication and network experience and expertise, we support any carrier, country or currency to deliver measurable results everywhere you do business.



Insight inside and outside the network edge

We capture, correlate, and analyse structured and unstructured data to deliver actionable intelligence that lowers cost, improves visibility and enables greater control.



Optimization of the entire communications lifecycle

By using a continuous, in-cycle optimization approach to drive down costs, our service helps you get in front of change instead of trying to catch up with it.






Self-managed or fully-managed services

We tailor our services to meet your needs. Our Communications Lifecycle Management platform delivers an integrated, unified view of your expenses so you can more effectively self-manage. Or if needed, we can offload planning, management, policy governance and administrative tasks to free up in-house staff with our global telecommunications and supply chain expertise.

What makes our cost-optimization model different?

An audit-based approach utilizes several different platforms based on the service, and only uses financial and usage data for analysis to recover expenses. We provide a unified approach and one platform across service providers with our service. Using a rich data set that includes behavioural data, service adoption data, productivity data, and quality data and applying descriptive, predictive, and prescriptive analytics, we are able to deliver insights to detect and respond to conditions and changes that drive excess cost. With our Communications Lifecycle Management platform, you uncover significantly more savings opportunities and gain the intelligence needed to optimize your management and governance processes.

Audit-based model	Cost-optimization model
Siloed approach	 Unified approach from a single platform
Financial and usage data	 Descriptive, predictive and prescriptive analytics applied to behavioural, quality, adoption, productivity, financial and usage data
Validates expense accuracy and recovers cost	 Delivers actionable, pre-emptive intelligence to optimize management and governance



With our Communications Lifecycle Management Services, you can transform your change management and governance practices from being reactive to proactive and eliminate much of the intensive manual labour that eats employee time and leaves room for human error.

We can provide the insights that deliver answers to these key management questions:

- Are these the right services for our needs?
- Are we optimized for our services?
- Are we adopting our technology?
- Are we paying the right amounts?

Get in front of change instead of trying to catch up with it and realize real cost savings that have a sustainable impact on your P&L.

Our client stories speak for themselves

Fortune 500 company

Moved from reactive to proactive communication expense management model and cut spending by 30%, streamlined its contracts, and reduced invoice management time from 40 hours to five hours per month.

Major insurance provider

With visibility into their physical and logical assets and insights into users' behaviours, they saved over USD 19 million without any contract renegotiation.

Large international bank

Leveraged our service and their data to prioritize the migration to SDWAN to gain the greatest value and manage the change process.

We can help you understand where you need to change to capture sustainable savings.

Let us help you quickly identify savings opportunities. We can support deployment of new technology and assist in driving adoption to maximize the return on your investments.

You can use our ICT consulting, implementation, and program and project management expertise to:

- Build an accurate inventory of your environment.
- Execute a strategic audit and provide transformational change recommendations to ensure you are paying what you should and have the right service at the right price.
- Implement strategic contract sourcing on your behalf.

Through our platform, we can map and automate your procurement, change management, accounts payable, and lifecycle management governance to ensure compliance. If needed, we offer end-to-end management of your inventory, contracts, expenses, and invoice approval and payment process.



The NTT advantage

On average, we reduce an enterprise's telecom expense by 10 to 30% after service implementation and save our clients an additional 15% on an ongoing basis.

We deliver:



Measurable results everywhere you do business, supporting any carrier, country, or currency.



Global visibility across carriers and vendors for voice, data, mobile, IoT, conferencing and cloud services.



Actionable intelligence to make evidence based operational decisions from sourcing to payment.



Integration with enterprise ERP, A/P or ITSM system for seamless and easy adoption by your employees and suppliers.



Global telecommunication and supply chain expertise to free up in-house staff and offload tasks with our Managed Services.

What's the next step?

[Contact us](#) to learn how we can help you move from an expense audit model to a costoptimization model.

Together, we can transform and optimize your Communications Lifecycle Management process and deliver a sustainable, positive impact to your P&L.

