



Centralized Telecom Billing

How Cisco IT Reduced Telecom
Costs Through Centralized
Invoice Tracking



A Cisco on Cisco Case Study: Inside Cisco IT

Overview

- Challenge:

 - Consolidating all invoices and providing meaningful spending details to users and managers

- Solution:

 - A central corporate database with tools to automate invoice reconciliation and report generation

- Results:

 - Telecom spending has been reduced by 15% without taxing the IT department

- Next Steps:

 - Taking it global with support for international currencies

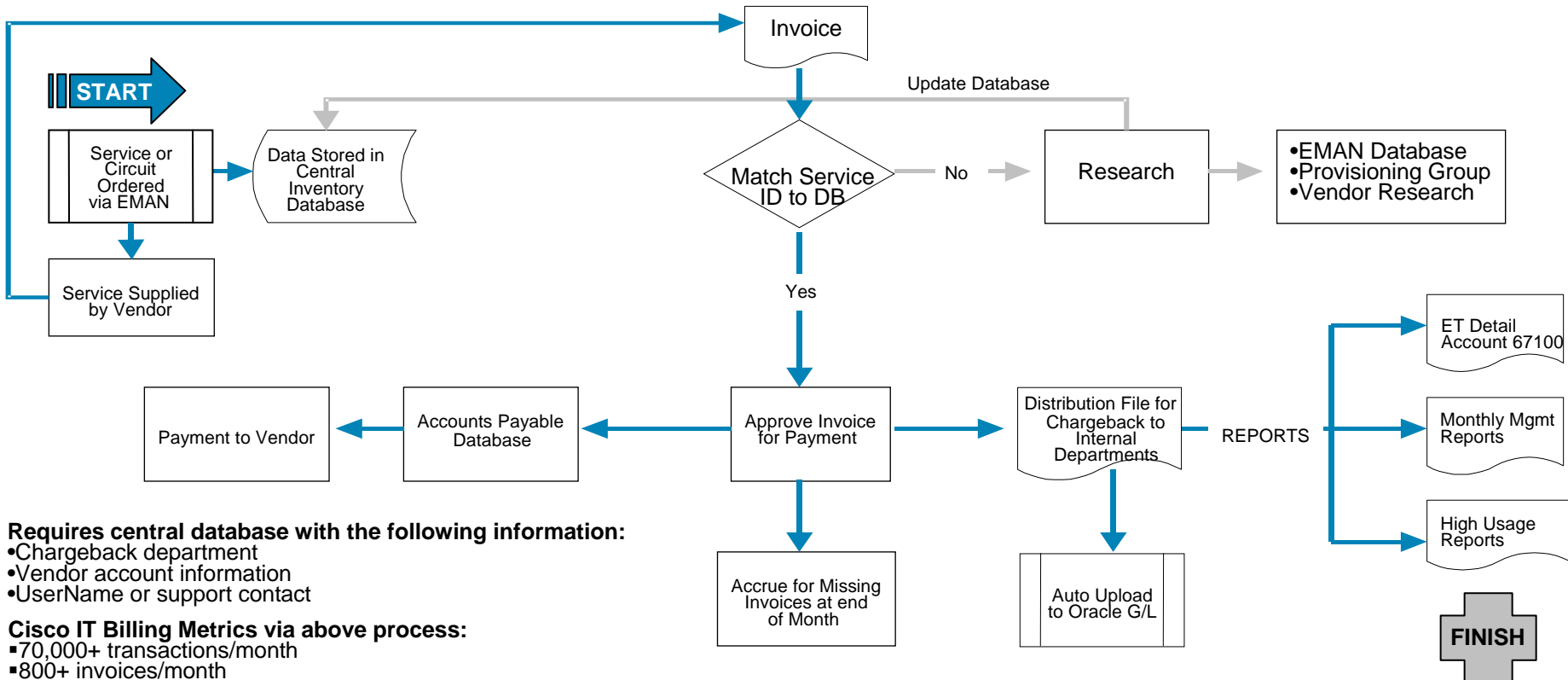
Challenge: Getting All the Facts

- Consolidating corporate telecom expenses:
 - Invoices were coming in to multiple departments, locations
- Giving managers the data they needed:
 - Without spending details, costs were not being controlled
- Educating users:
 - Some employee's were spending in excess of \$1500 per month on cellular and other services
- Catching billing errors:
 - Manually checking invoices was labor intensive

Solution: Centralized Control

■ Corporate databases:

A centralized provisioning database tracks all vendors, employees, and services. Invoice entry was outsourced.



Requires central database with the following information:

- Chargeback department
- Vendor account information
- UserName or support contact

Cisco IT Billing Metrics via above process:

- 70,000+ transactions/month
- 800+ invoices/month
- \$9 million/month

Solution: Tools and User Education

- Automatic invoice reconciliation:

The system flags overcharges, errors, and invoiced charges for discontinued services or for ex-employees.
- Services Expense Report Tool (SERT):

Detailed usage reports are generated for users and managers.
- User Education:

“Top Talker” and “Tips & Tricks” raise visibility for big spenders and guide users to adopt more cost-effective service habits.

Results: Telecom Expenses Drop By 15%

- Billing errors caught:
 - Overcharges are flagged and vendors notified promptly
- Increased spending awareness:
 - SERT reports inform users and managers about their spending for each service
- Changed behavior:
 - Users have been quick to adopt cost-saving suggestions
- Beginnings of global entitlement guidelines

Next Steps: Taking it Global

- Multiple currencies:

Tracking the effects of currency fluctuations on expenses will allow managers to better budget for global teams

- Extension of tools beyond the U.S.:

Europe, middle east, and Africa countries are being brought online one country at a time

- Services expansion:

Today the solution tracks client services; soon it will be able to track and manage network circuits and other departmental services

Vital to the Program's Success

- Centralization of tracking data
- Education of users
- Executive-level support

To read the entire case study, or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT

www.cisco.com/go/ciscoit



CISCO



Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883


Asia Pacific Headquarters

Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Europe Headquarters

Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: +31 0 800 020 0791
Fax: +31 0 20 357 1100

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

 ©2007 Cisco Systems, Inc. All rights reserved. CCVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, Packet, PIX, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0704R)