

Telecom and Technology Expense Mgt Discovery Document

1. What is your monthly spend for all the phone, data and internet bills your business receives each month?
2. How much is it costing you to process each individual phone bill each month?

3. Are all your GL codes up-to-date for each individual phone bill?
4. Do you allocate telecom expenses by individual/cost center/department/division or other specific hierarchical structure?
5. Are you reporting needs very simple or very complicated?

6. How comfortable are you having your bill information in the "the cloud"?
7. How much of the "loading and managing" of your phone bills information into the TEM software are you prepared to do in-house?
8. Would you like to be able to track and manage your extensions and IT Assets in a single database?

9. Do you plan to integrate your TEM services with your telecom purchasing decisions and processes?
10. Do you have any company policies, regulatory requirements or compliance issues that you must support? (Call Recording, SOX)

11. Are you looking for TEM to help with abuse of your switch or telecom system?
12. Do you have any other thoughts regarding TEM you would like to discuss?