

Wireless Telecommunication Lifecycle Management Services

Invoice loading and management
Device procurement
Catalog management
Rate-plan optimization
Device fulfillment
Dispute resolution
Reporting
Administrative support



For the typical enterprise, the cost of wireless communication represents 33 percent of telecom spend, or 15 to 20 percent of the IT telecom budget. By deploying new technology, however, you can save 20 to 45 percent.

That savings is what Xerox can deliver to you. We support all activities throughout the lifecycle of wireless devices, such as:

- Cellular phones
- BlackBerry devices
- Pagers
- Accessories.

The activities we support run the entire gamut of administration, including:

- Device procurement
- Service activation
- Number porting
- Plan and device upgrades
- Rate-plan management
- Deactivation.

The end result for you: visibility and control to efficiently manage mobile communications spend throughout your enterprise.

Wireless Telecommunication

Our Services

Our wireless telecommunication lifecycle management services encompass the following:

- **Invoice Loading and Management.** All electronic and paper mobile invoices are loaded in our database, and then audited and processed for payment
- **Device Procurement.** We provide a flexible interface to automate the process of procuring a mobile device or wireless service, including:
 - A single, simple interface for employees to procure approved devices, rate plans and accessories across all your wireless carriers
 - Automation of all procurement transactions across wireless carriers, including Moves, Adds, Changes and Disconnects (MACD) and approvals
 - Alignment of mobile procurement with your HR systems and approval hierarchy, ensuring seamless transactions across geographic, functional and business units
 - Employee and administrator visibility into order status
 - Configuration of the fulfillment process per your enterprise policies for approval, reimbursement and payment
- **Catalog Management.** We maintain your catalog of rate plans and devices
- **Rate Plan Optimization.** By optimizing wireless services, we help reduce your wireless costs and ensure they're aligned with your business needs. Patented technology matches your user base with the most cost-effective plan. The process includes:
 - Collecting data on every call to create an individualized calling profile
 - Assessing calling profiles against preferred carrier rate plans
 - Providing optimization recommendations from both an individual and pooling perspective.
- **Device.** We ensure your orders are completed within stated service levels; we also provide order monitoring, as well as escalation of issues requiring user/carrier input or fulfiller actions
- **Dispute Resolution.** We resolve any issues resulting from the assurance tests, including:
 - **Identification.** Compares billing data to expected values to identify overcharges, unauthorized activity or unexpected orders
 - **Evaluation.** Determines which issues need to be resolved
 - **Communication.** Presents issues to carriers, and then documents and tracks their progress
 - **Verification.** Compares expected resolution amounts with credits in billing information to verify completion
- **Reporting.** We provide monthly reports that allow you to understand and manage your wireless spend and usage. Some standard reports include:
 - **Standard Manager Report.** Summary report for managers, including zero usage, unknown inventory, high usage, multi-device and login information
 - **International Report.** Summary of your international long-distance, roaming, summary by carrier and call detail by service number
 - **Carrier Trending.** Device cost changes per month and carrier
 - **Device Change.** Devices that were added or removed from the previous invoice month
 - **Multiple Device Report.** Employees who have more than one active device for a given carrier invoice
 - **Usage Over \$xx.** Employees who have over \$xx in usage charges
 - **Unknowns.** Devices that are not mapped to employees and have current-month billing
 - **Individual Rate-Plan Optimization.** Recommendations for individual rate-plan optimizations
 - **Pooled-Plan Optimization.** Recommendations for pooled-plan optimizations.
- **Administrative Support.** To support the lifecycle management of wireless devices and services, we provide:
 - Application support and training
 - Client issue tracking
 - Service level tracking
 - Monthly performance reporting
 - Coordination of HR processing
 - Client meetings.

Contact Us

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About Xerox

Xerox is the world's leading enterprise for business process and document management. Its technology, expertise and services enable workplaces – from small businesses to large global enterprises – to simplify the way work gets done so they operate more effectively and focus more on what matters most: their real business. Xerox offers business process outsourcing and IT outsourcing services, including data processing, healthcare solutions, HR benefits management, finance support, transportation solutions, and customer relationship management services for commercial and government organizations worldwide. The company also provides extensive leading-edge document technology, services, software and genuine Xerox supplies for graphic communication and office printing environments of any size. Xerox serves clients in more than 160 countries.

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