Spotlight on Professional Services: Invoice Audit & Dispute Management

One of key reasons customers choose vCom is for unlimited access to its professional services team – a team of experts in each area of the telecom lifecycle. This extension of their internal IT team has specialized expertise to execute each piece of their telecom program. One of the less visible, but highly potent, parts of this program is the Invoice Audit & Dispute Management service. This team not only validates that vCom customers are being billed according to their contracts, but it manages disputes with the carriers, which can take months, or even years to resolve, thereby shielding customers from both the expense and the hassle.

As you may have noticed, carrier bills have frequent errors. And not surprisingly, the errors are typically in the direction of overbilling. According to Gartner, more than 80% of enterprise telecom invoices are wrong by an average of 6-8% overbilling. Some of this is caused by the consolidation of carriers which resulted in combined billing systems and poor integration of operating systems with billing systems. In addition, carrier invoices can be cryptic, filled with jargon, and provide summary level information without supporting detail – all of which makes it harder to compare contracts to bills. Most enterprises do not have the resources or tools to effectively solve this problem.

CASE STUDY:

A national financial institution with over 150 locations recently replaced its data networks and experienced well over $300,000 in erroneous charges from a single carrier. Luckily, they were a vCom client, so they never saw those charges, or had to spend any energy to resolve them.

First, they were erroneously charged for routers at almost all of the circuits in their MPLS network, which vCom had negotiated that they would not be charged for. This added up to a one-time charge of about $310,000. Secondly, they were being charged incorrect loop fees of $15,000 per month.

The customer never saw these overcharges – they were billed correctly by vCom, and vCom disputed and recovered the funds from the carrier. Instead, the IT team could simply view in their vCom dashboard that a number of billing disputes had been opened on their behalf by vCom related to their services with the carriers. They never paid a penny of the incorrect charges.

vCom SOLUTIONS

Unfortunately, these errors don't just disappear when you hire a TEM firm. You have to either battle the carriers on your own or pay for the TEM firm to do it for you. But with vCom, managing carrier disputes and billing tickets is part of the all-in-one managed services. Because vCom contracts your services from the carriers, vCom receives the billing errors, and you are shielded from them.

The benefit for the client, besides avoiding the hassle, is that they are billed based on their contract, regardless of what errors the carriers make in billing vCom. vCom covers the incorrect invoices, which frequently take multiple billing cycles to resolve. vCom has a dedicated cost assurance team to monitor and focus on these efforts, as well as a proprietary costing tool that helps catch the errors in the first place.

Dedicating staff to manage their own carrier billing is a challenge to our clients, and often it cannot be done effectively. With vCom's personnel analyzing and auditing all the carrier bills, clients are able to focus on their business, while vCom disputes carrier errors and shields them from the financial impact of erroneous charges.

About vCom Solutions

vCom Solutions revolutionizes the way enterprises manage their entire telecom lifecycle. vCom customers gain control over inventory, expenses and carrier relationships, achieving better business intelligence that drives profitability. vCom's Telecom Management as a Service (TMaaS) solution includes a suite of cloud-based telecom management software tools, complemented by a full portfolio of professional services.

For more information, visit www.vcomsolutions.com

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HEADQUARTERS
12657 Alcosta Blvd, Suite 418
San Ramon, CA 94583

Main: 800-804-VCOM
Direct: 925-244-1800