



EQUINOX
Information Systems

Case Study

Expense Management using Equinox TeleLink

“TeleLink’s expense management features can facilitate huge cost reductions for a service provider/carrier. In fact, many of our customers report savings in the first few months of use that more than pay for entire TeleLink installation project!”

David West, Executive Vice President,
Equinox Information Systems

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INTRODUCTION

Most telecommunication service providers are committed to saving money and passing the savings on to their customers. One of our existing customers contacted Equinox with this very task in mind. Specifically, they were seeking to address potential cost issues with CABS invoices, long distance fees, and interconnect agreements (ICA).

The customer had been using the Equinox TeleLink system to mediate their call records. Based on the success of that project, they asked Equinox to help with the aforementioned expense management tasks. Using Equinox's rate management and CABS invoice validation software, the customer achieved a remarkable ROI on its investment in less than six months.

THE BUSINESS NEED

The telecommunications service provider sought an expense management tool that could help with:

- CABS billing validation;
- Switch translation issues;
- Long distance routing efficiencies;
- Mediation—convert usage data for billing; and
- Analysis—warehouse call records for historical reporting.

EQUINOX BUSINESS ASSURANCE SOLUTIONS

Business Assurance is a ubiquitous term with as many meanings as there are vendors. Equinox Business Assurance solutions provide advanced call detail analytics, call reconciliation, invoice reconstruction, and margin analysis. These tools allow carriers to benefit in one or more of these specific areas:

- **Expense Management:** Monitoring and validating usage expenses to identify unbalanced agreements, provide dispute details, and document rating errors.
- **Revenue Management:** Insuring that all billable usage is captured and processed correctly to provide evidence for back-billing and establish protocols to prevent leakage.
- **Network Management:** Making usage data actionable through mediation and analysis for decision support, provisioning, and least cost routing.
- **Fraud Management:** Detecting usage anomalies indicative of fraud in real time.

This case study illustrates how TeleLink's Expense Management and Network Management capabilities were applied to a real-world business concern. If you're interested in on-going cost savings like those described in this document, contact [Equinox Information Systems](#) to discuss how our Business Assurance solutions can help you.

ACHIEVING RETURN ON INVESTMENT (ROI) VIA EXPENSE MANAGEMENT TOOLS

When our customer contacted us, they had already realized hundreds of thousands of dollars' worth of savings by using TeleLink data to validate CABS invoices, audit long distance routing and interconnect agreements, and identify and resolve switch translation issues. When the carrier initially contacted Equinox, they had a clearly defined need: to convert binary switch data for delivery to their billing system. They found an added benefit—warehousing call records long term gave them a rich data source for usage analytics. This resource allowed them to discover a number of switch translation/call typing issues. Addressing these issues reduced costs for them (e.g., local calls billed as long distance, which caused them to incur unnecessary access fees and termination costs).

Their next aim was to validate CABS invoices—they suspected discrepancies with long distance rating on invoices they received. Initially, their dispute claim was closed with no action due to lack of supporting details; however, TeleLink gave them the data needed to substantiate their claim. TeleLink automatically applies rates to the calls and allows users to report on summarized usage as well as the individual call level. With this view of their data, it was clear that the carrier had used two-digit rounding rather than four-digit rounding, and minutes were rounded incorrectly. This finding led to an initial cost recovery of \$130,000, plus significant on-going savings! And, they continue to verify calls/costs/minutes on CABS invoices using TeleLink’s data. (Incidentally, with TeleLink’s data backing them, this customer has successfully prevailed in all CABS invoice disputes to date.)

The CABS invoice validation project alone paid for their entire TeleLink investment and provided the equivalent of six months’ worth of long distance for the company. But there were additional benefits to be had! TeleLink’s data feeds monthly trending reports that serve as an “operational dashboard”. The service provider analyzes this data to see where LD minutes are going, how much traffic a switch is processing, and what percentage of local calls are made by their customers on their network. This data has allowed them to save money by switching LD carriers when warranted, negotiating better interconnect agreements, minimizing call typing leakage, and has provided a significant cost reduction in connection fees.

The service provider is also using TeleLink’s data for a weekly report that captures the percentage of short duration calls to long distance carriers. This report allows them to identify routing changes and avoid short duration surcharges and/or carrier connect time for unanswered calls. This TeleLink initiative saves them tens of thousands of dollars per month in addition to the CABS invoice validation savings.

If you’re interested in achieving cost savings like those discussed here, contact Equinox Information Systems today. We are happy to demonstrate how our expense management solutions can help you.

ABOUT EQUINOX

Equinox Information Systems offers a full range of business assurance solutions for the telecommunications industry and has served hundreds of customers worldwide since 1986. Equinox offers solutions in areas critical to profitability and network efficiency, including revenue assurance, fraud management, expense management, network analysis, and custom application development. For more information, visit Equinox at www.equinoxis.com or call +1 615-612-1200.

THE RESULTS

Within the first year of using TeleLink’s rating and reporting capabilities, the service provider saw huge cost reductions in CABS invoicing. Due to accurate call details and carrier rate information in TeleLink, they recovered **\$130,000 in cost**. They also realized **month-over-month savings of more than \$10,000** using TeleLink data to analyze long distance carrier issues. Since deployment, TeleLink has enabled this customer to:

- Warehouse accurate call records for long-term reporting, searching, and regulatory requirements;
- Reduce overcharge expenses significantly via CABS billing/invoice validation;
- Identify and correct switch translation issues;
- Adjust long distance carrier agreements and avoid unnecessary long distance carrier fees;
- Devote time that was previously spent creating custom reports to other tasks.