



*Setting the standards in telecom management
through information, education and knowledge.*

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Telecom Management and Cost Control Training



Telecommunication services account for some of the largest expenses many companies face, yet they are also one of the most difficult to manage. Many rely on a telecom audit to help manage and reduce their telecom costs, but this only provides a temporary fix to an ongoing problem.

Telecom management professionals turn to TeleManage Training for the information, education and knowledge they need to resolve their company's telecom management issues. Traditional telecom audits merely resolve current billing, inventory and service provider issues. TeleManage Training goes far beyond the telecom audit or outsourcing arrangement. We are the only provider of the training you need to establish telecom management processes and procedures to help you dramatically increase efficiency, reduce costs and improve your overall telecom environment.

Our instructors and expert resources, including inventory specialists, contract negotiators, and voice, wireless, and data analysts, have been recruited directly from the telecom management and cost control industry. They know firsthand that managing telecommunications environments accurately and efficiently results in significant savings. These instructors and analysts have been involved in reviewing over 5,500 telecom environments, resulting in recovering millions of dollars for companies.

Our staff have worked with the telecom providers daily and are aware of the critical issues businesses are facing. As a direct result of these experiences, TeleManage Training has developed a group of essential telecom management courses that will directly impact and improve your company's telecom environment.

Our goal is to help you reduce overall telecom costs and develop a telecom management strategy that will give you complete control and oversight of your telecom costs and environment. We guarantee to deliver expert training that will provide maximum results. We do this by:

- Continually researching the industry to find recent trends in cost reduction and telecom management, pressing topics, and new regulations that will directly impact your company's telecommunications management strategies
- Developing new courses to address the ever-changing demands of the industry
- Becoming the most valuable resource to assist your company in achieving telecom management objectives that directly impact the bottom line



“Prior to the workshop, I didn't know our current (telecom) environment at all. I didn't even know the monthly telecom spend. My goal was to find out what I had and manage all of the MACs and billing discrepancies. Since the workshop, I have been able to apply the whole methodology. When I see an invoice, I can interpret it and know what I'm looking at.”

-Tim Stuart, Network Manager

The Training You Need to Gain Control Over Your Telecom

Our workshops offer first-class telecom management training to deliver the information, education and knowledge you need to control your telecom environment. Low instructor-student ratios and classroom-style settings ensure you leave the workshop ready to implement what you've learned.

TELECOM SERVICE INVENTORY & COST CONTROL MANAGEMENT*

Learn a step-by-step methodology that will enable you to gain control over telecom services, inventory, and cost. This workshop covers three core modules: Inventory Identification & Management, Invoices & Contracts, and Cost Control Management. Each module is a building block for a proven methodology that enables you to more effectively manage your telecom inventory and budget.

BRING YOUR BILLS TELECOM TRAINING*

This hands-on workshop educates you in all aspects of telecom invoicing and analysis, and prepares you to efficiently manage telecom costs on an ongoing basis. Using *your* telecom invoices and contracts, you'll apply your knowledge and the skills learned in this workshop to save your company money.

TELECOM ESSENTIALS*

A primer on the business, technology, and management of telecom; learn how the telecom industry works and what you need to know when dealing with service providers. This workshop introduces the inner workings of service providers, managing telecom services and understanding telecom technology, terminology and language.

MANAGING PROVIDERS & DISPUTES

This workshop teaches techniques for managing provider relationships to your advantage and creating adequate resolution to implementation, billing and contract performance disputes with your service providers.

CONTRACT NEGOTIATIONS & BUDGETING*

This workshop shares methodologies that will assist your contract management, service procurement, contract negotiation and budget management activities. Learn strategies and techniques for securing optimal contracts while proactively managing your telecom budget.

VOICE & DATA NETWORK TECHNOLOGY CONCEPTS*

Understanding the technology, and the technology deployment on a provider-by-provider basis can make the difference between adequate voice and data networks, and an optimal network. This workshop defines voice and data network technology, service provider variations on technology deployment, and covers an in-depth discussion on determining which technologies are best for your environment.

TELECOM PROJECT MANAGEMENT

The best telecom management practices start with solid project management principles. Learn successful telecom project management skills that support the key components of productive telecom projects.

PERFORMING A LOCAL INVOICE AUDIT

This workshop covers all aspects of local telecom invoicing and analysis, and prepares you to efficiently manage this cost on an ongoing basis. This workshop encompasses invoicing by local exchange carriers for the following services: Centrex, Business Lines and Local Toll Traffic.

PERFORMING A LONG DISTANCE INVOICE AUDIT

This course is designed to educate you in all aspects of toll long distance telecom invoicing and analysis, and prepares you to efficiently manage costs on an ongoing basis. This workshop encompasses toll invoicing by interexchange carriers for the following traffic types: Outbound Toll, Inbound Toll Free, Dedicated Voice Circuits and Calling Cards.

PERFORMING DATA AND WIRELESS INVOICE AUDITS

This hands-on workshop educates you in all aspects of data and wireless telecom invoicing and analysis, and prepares you to efficiently manage these costs on an ongoing basis. This workshop encompasses invoicing by data and wireless service providers for the following services: Cellular, Paging, Frame Relay, Virtual Private Networks and Internet Access.

MOVE, ADD & CHANGE MANAGEMENT

Service provider moves, adds, changes, and disconnects can contribute to inaccurate inventory and result in excessive costs, unless these activities are tightly managed. This workshop explores the facets of managing move, add and change activities to minimize inventory discrepancies and avoid invoicing errors that result from MACs.

RFP DEVELOPMENT & MANAGEMENT

Managing service provider selection and obtaining the most effective cost for your voice and data services can be achieved using the request for proposal process. This workshop focuses on building RFPs, managing the selection and response process, and selecting the best service provider and technology solutions for your environment.

VALIDATING TAXES, SURCHARGES & FEES*

Taxes, Surcharges & Fees can constitute up to 30% of your telecommunications spend. These charges require as much scrutiny as the rest of your invoices to validate that fees are charged correctly. This workshop focuses on understanding and validating taxes, surcharges, and fees as part of the invoice audit process.

DISASTER RECOVERY PLANNING

Telecommunications services are the lifeblood of most companies. This workshop explores the practice of insuring the technical integrity of your organization's telecommunications network and planning for disasters that could affect your services. Network redundancy practices and disaster plans are covered in-depth.

TELECOM MANAGEMENT TOOLS

The right tools for the job make that job easier and more productive. This workshop shares a myriad of telecommunications management tools and techniques that can help you manage telecommunications for your organization effectively.

** These courses offered throughout the year at the TeleManage Training Center. Visit our web site for course schedule. All courses are available for on-site training programs.*

Setting the standards in telecom management through information, education and knowledge.

- One, Two and Three-Day hands-on workshops featuring industry experts, low instructor-student ratios and take-home toolkits filled with valuable templates, references and resources
- eLearning courses offering the hands-on training you need to further your telecommunications management knowledge through the convenience of the Internet
- On-site training programs tailored to your company's specific telecommunications issues and environment

“We had no one who was keeping track of telecom spend and invoices. The invoices would come into accounts payable and get paid. It was a nightmare. I needed help to undo it. I had been searching for help to deal with this mess and I found TeleManage.”

-Kathy Orlow, UOP LLC

“As a result of the contract negotiations portion, I renegotiated my frame relay contract seven months early and was able to receive \$40,000 in monthly savings. I also renegotiated my long distance rate to 4 cents per minutes and our teleconferencing rate to 23 cents per minute per user. We were paying about \$10 to 12 thousand each month and I was able to bring it down to \$4,000 each month. I also switched from an ILEC to a CLEC down in Florida and saved \$30,000. I put together a memo for management that showed what our total annual savings were -- \$420,000!”

-Mark Brown, Data Communications Engineer

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