TELECOM
OPERATIONS
MANAGEMENT
EDITION

ONE-STOP-
SHOP
FOR TEM
SOLUTIONS

Mark Hearn,
President & CEO

NETWORK
CONTROL

$15

" We equip our customers with the ability to identify and optimize the services they are currently leveraging while recognizing new, innovative technologies that can boost productivity

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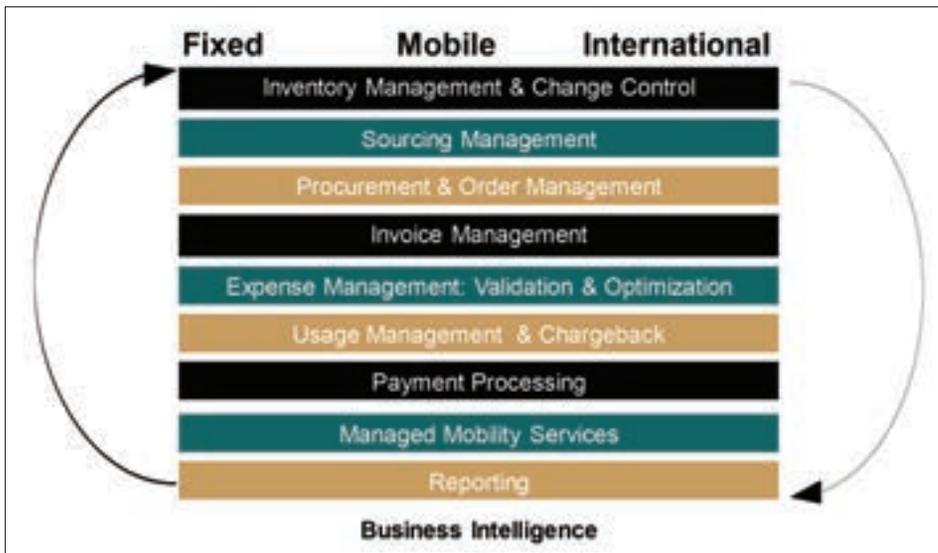President & CEO

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By Catalina Joseph

For many organizations, adapting to the dynamically evolving telecommunications landscape is an uphill task. With new emerging technologies, consolidation of service providers, fluctuating market rates, complicated contracts, and even more complicated vendor incentives, keeping pace with these changes can prove to be daunting. Bringing over 20 years of experience, Network Control—one of the pioneers of Telecom Expense Management (TEM)—has built an optimal blend of technology tools, domain expertise, and customer support for delivering the best possible results to clients. Network Control's TEM managed services cover the entire communications lifecycle, including contract evaluation, preparation and negotiation, bill auditing and dispute resolution, expense management, employee provisioning, inventory and asset management, policy review, and development.

"When it comes to contract management, one of the key challenges facing enterprises today is ensuring the timely renewal of contracts and receiving prompt updates on them," states Mark Hearn, President & CEO of Network Control. Network Control provides clients with ample time to negotiate the terms of their contracts and determine the best price for the services while assisting them with on-time notifications. Besides, as most companies lack extensive in-house TEM expertise due to constant employee turnover, Network Control empowers them with its team of subject matter experts who hold years of domain expertise and help develop creative solutions.

The team at Network Control follows a detailed discovery process while interviewing stakeholders to identify the critical requirements related to their telecom inventory. Hearn mentions that many of

Fixed   Mobile   International

- Inventory Management & Change Control
- Sourcing Management
- Procurement & Order Management
- Invoice Management
- Expense Management: Validation & Optimization
- Usage Management & Chargeback
- Payment Processing
- Managed Mobility Services
- Reporting

Business Intelligence

their clients were unaware that they were paying for multiple internet services that they no longer required. In many instances, companies fail to determine if the charges for those services match the contract. Network Control effectively handles such situations by ensuring that bills are audited every month and also provides customers with a single-window view of all their contracts and services utilized at all global locations. To perform a thorough and accurate analysis of wireless and mobility expenses, the company ensures that clients reclaim smartphones provided to employees when they leave an organization and disconnect the service. With such robust solutions, Network Control helped one of its clients achieve a whopping $730,000 cost savings by discerning that they were paying for 20 percent of phones used by employees who have already quit the organization. "We equip our customers with the ability to identify and optimize the services they are currently leveraging while recognizing new, innovative technologies that can boost productivity," notes Hearn.

As the industry continues to face an acute shortage of support staff, Hearn observes that it often becomes incumbent on the customer to mitigate TEM related issues. As such, Network Control offers the highest ratio of support personnel to clients, which allows for better responsiveness to clients' requests for information. Additionally, the company ensures that all TEM reports are tailored to clients' needs and not around standard reporting metrics. With a robust inventory, Network Control can report on almost an unlimited number of fields including but not limited to store number, street address, service type, department code, general ledger code, and more.

To illustrate the benefits of Network Control's solutions, Hearn elaborates on the company's engagement with one of the largest burger franchises in the nation. Owing to the lack of a complete understanding of their service inventory at each store, the client strived to assess if the service charges correspond to market pricing. Upon collaborating with the client, Network Control began with performing a complete audit of the services and also helped them build a detailed inventory. Following that, the Network Control team compared the inventory against the contracted rates and quickly identified that the rates were not applied to all of the services. Through the initial audit and contract compliance project, Network Control further assisted the client in discovering the services they were paying for but were not being used, enabling them to realize substantial cost savings.

Hearn mentions that for Network Control, 2019 was a record-breaking year considering all aspects of business. Apart from successfully increasing a significant 12 percent in revenue last year, the company moved to a brand new facility in Iowa, featuring state-of-the-art features designed to enhance work efficiency, better support customers, and foster continuous employee growth. Moving ahead, Network Control has plans of expanding geographically while also widening its solution portfolio to manage expenses related to cloud-based services, such as AWS or Microsoft Azure.**TC**

Mark Hearn,
President & CEO

Top 10 Telecom Operations Management Solution Providers - 2020

The ultimate goal of Telecom Operations Management is to simplify the day to day operations in the telecommunication industry. In order to retain an advantage in a fiercely competitive environment, address the new era of customer needs and increase the company's revenue, telecom entrepreneurs are implementing emerging technologies in their business practices.

As wireless internet is taking the center stage, industries are waking up with renewed ideas and technology fusible techniques. Lowering calling costs that results to less profitability, along with reduction of Average Revenue Per-User (ARPU) values result in maximizing profits and minimizing operational costs.

By utilizing IoT in telecom companies, business leaders can acquire large volumes of critical data. Telecom companies can develop information pools with the help data collected by IoT sensors. Telcos can use the acquired data to generate analytics that can help gain crucial business insights. Telcos are also harnessing the power of AI to process and analyze these huge volumes of Big Data in order to extract actionable insights and provide better customer experience, improve operations, and increase revenue through new products and services. Most telecom providers rely on a large computing infrastructure running a diverse set of applications to deliver, manage, and bill services. Blockchain and smart contracts is another promising trend that can create a lot of automation in internal processes, like billing, roaming and supply chain management.

In this edition of Telecom Tech outlook, we are glad to feature such solution providers who are at the forefront of revolutionizing the Telecom space through their top-notch solutions. We hope this issue of the Telecom Tech Outlook helps you build the partnership you and your firm need to foster technologically-driven telecom operations.

We present to you "Top 10 Telecom Operations Management Solution Providers - 2020."

Network Control

recognized by **TELECOM TECH** magazine as

TELECOM TECH TOP 10
TELECOM OPERATIONS
MANAGEMENT SOLUTION PROVIDERS - 2020

The annual listing of 10 companies that are at the forefront of providing Telecom Operations Management solutions and transforming businesses

Company:
Network Control

Management:
Mark Hearn,
CEO & President

Description:
Network Control—a pioneer in the Telecom Expense Management (TEM) space—has built an optimal blend of technology tools, domain expertise, and customer support for delivering the best possible results to clients

Website:
network-control.com