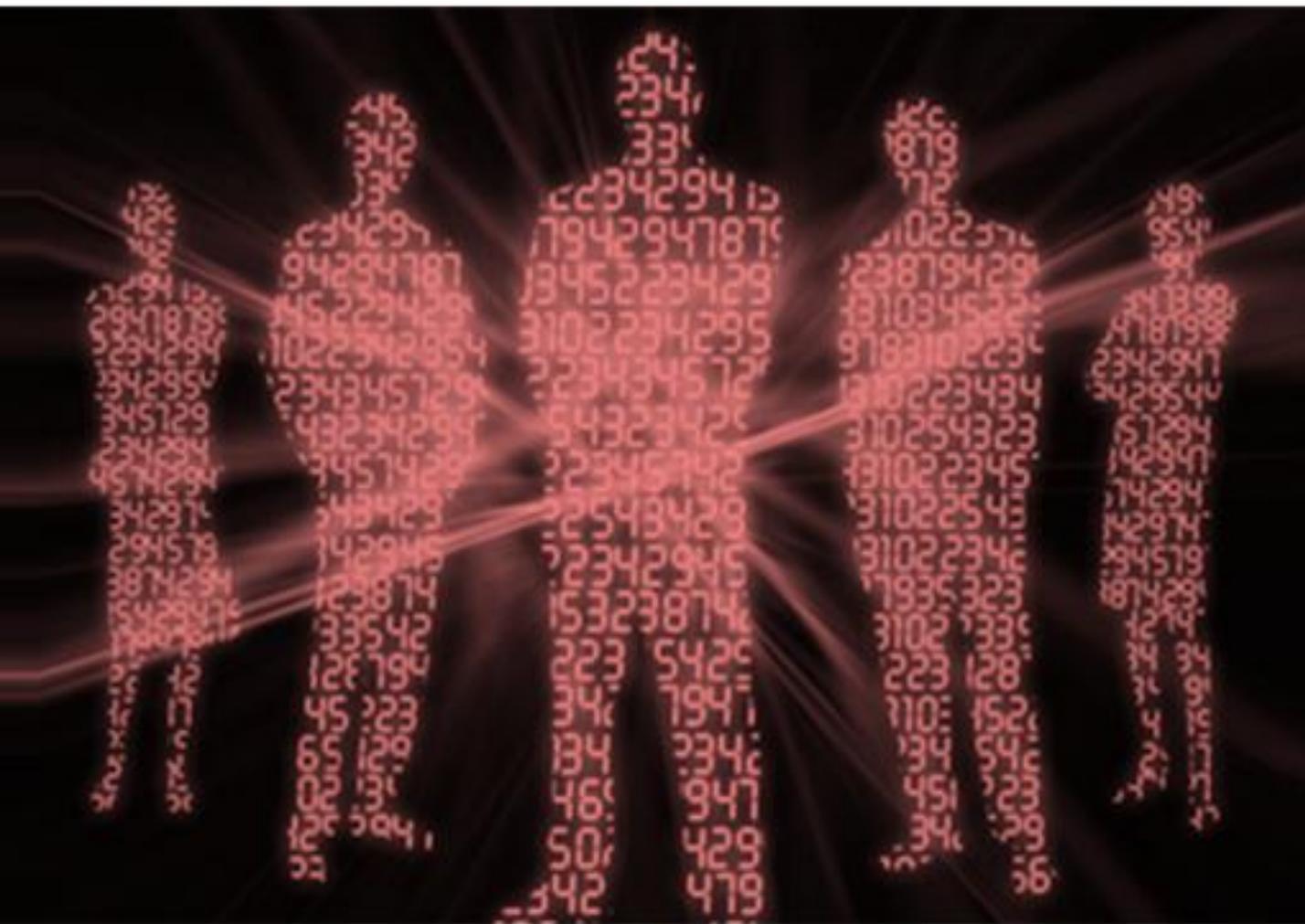


ip
advance

Virtual Telecoms Manager



Telecoms Management

If you do not have telecoms expertise in house it can be problematic trying to manage a complex telecoms estate in a fast moving organisation.

An in-house telecoms manager would typically:

- ✓ manage all of your suppliers and check all of the bills and service contracts,
- ✓ arrange new services and terminate old ones and ensure you always have the right solution in place from the right supplier,
- ✓ liaise with the various departments in your organisation to help improve the efficiency of each department by implementing new telecoms solutions and technology,
- ✓ have one eye on the future to ensure you have the right solutions, suppliers and technology to meet the changing needs of the organisation.

Telecoms managers with the right knowledge and experience are expensive, however whilst they play a critical role in the running of your organisation you probably don't need one full time.

Because it is not really a full-time job, many organisations will give the responsibility of looking after this critical area of their operation to a person who does not have the knowledge or experience needed to do it. The results of this are often:

- ✓ No telecoms strategy regarding suppliers and technology,
- ✓ Higher service costs and restrictive or punitive supplier contracts,
- ✓ Excessive telecoms admin and poor management of costs, suppliers and contracts,
- ✓ Individual departments making their own short-term buying decisions,
- ✓ No central source of information of the telecoms estate , costs and contracts,
- ✓ Loss of knowledge held in house if the nominated telecoms person leaves.

By using the **Virtual Telecoms Manager service from IP Advance your organisation can have all of the benefits of an employed Telecoms Manager, but at a fraction of the cost.**



Testimonial

Bluefin is a financial services company that has multiple offices across the UK. IP Advance have managed their telecoms estate and suppliers since 2008 and provides support across the whole business.

"IP Advance look after the relationship between Bluefin and our telecoms suppliers and work as an extension of our business. They understand the needs of our business and provide us with the expertise we need.

Bluefin has gone through many structural changes in recent years and having IP Advance as our Virtual Telecoms Manager has ensured we have always had the right telecoms solutions in place for the changing needs of the business whilst constantly managing our day to day requirements and controlling out costs. "

IT Director

Bluefin

How does the Virtual Telecoms Manager service work?

Our Virtual Telecoms Manager (VTM) service is flexible and is tailored to the needs of your business, and it can be used for a one-off project or on an ongoing basis.

In most cases we take on your identity and have email addresses in your company name as well as a dedicated phone number that allows us to deal with your suppliers on your behalf.

The actual range of services we can offer is very broad and individual to each organisation, but typically we would perform an initial audit of your telecoms estate to understand what your current status is for all services including, but not limited to :

- ✓ fixed line services
- ✓ mobile phones
- ✓ phone systems
- ✓ system maintenance
- ✓ internet access
- ✓ data circuits
- ✓ Inbound numbers
- ✓ conferencing services

We report to a senior member of your business in the same way an employed Telecoms Manager would and once we have the results of the audit we will work with you on an ongoing basis to:

- ✓ manage all of your suppliers and check all of your bills and service contracts,
- ✓ arrange new services and terminate old ones and ensure you always have the right solution in place from the right supplier,
- ✓ liaise with the various departments in your organisation to help improve the efficiency of each department by implementing new telecoms solutions and technology,
- ✓ work strategically with you to understand the plans you have for the business and ensure you have the right solutions, suppliers and technology to meet the changing needs of the organisation.

As your Virtual Telecoms Manager our overall objective is to:

- ✓ **improve the day-to-day management of your telecoms estate,**
- ✓ **reduce your ongoing costs**
- ✓ **increase your operation efficiency**
- ✓ **ensure you have the right solutions, from the right suppliers at the right price.**

VTM Services compared to existing suppliers	Network services supplier	Mobile services provider	Telephone system provide	Internet services provider	VTM
Service delivery management	✓	✓	✓	✓	✓
Fault logging and management	✓	✓	✓	✓	✓
Single point of contact for staff and suppliers					✓
Day to day supplier management					✓
Central source of telecoms information & contracts					✓
Monthly bill checking and query management					✓
Management Information reports					✓
Tariff adjustments to stop user over spends					✓
Ensuring services are ceased & billing stopped					✓
Project management of new services					✓
Strategic planning for future growth or changes					✓
Your own dedicated telecoms expert					✓

KRM (GB) Ltd are the organisation behind many of the Ecco shoe shops across the UK. KRM appointed IP Advance as their Virtual Telecoms Manager to look after the needs their existing stores and to oversee the delivery of telecoms as part of an aggressive growth campaign.

"IP Advance's VTM services provides us with the expertise we need to manage the telecoms requirements of our many stores and they form a crucial part of the wider team that supports our current store expansion programme."

KRM Operations Director



How are the costs of a Virtual Telecoms Manager calculated?

The costs of a VTM service are very much dependant on the needs of your organisation, but whatever requirements you have, using the IP Advance VTM service will be more cost effective than employing a telecoms manager or having your telecoms managed by someone who does not have the right experience.

As part of the initial audit we will identify what we estimate to be the number of man hours required each month to fulfil the needs of your organisation.

We would then charge you a monthly management fee based on the number of hours work and we would undertake this over the month. This would involve day to day management as well as project managing one-off events such as new site openings or running a procurement tender for telecoms services.

In some instances clients will pay a reduced fee for ongoing management that is topped up by individual fees for specific functions, such as managing the opening of a new site, or undertaking a specific project.

The ultimate objective of our VTM service is to give our clients all of the benefits of an experienced telecoms manager at a much reduced cost than employing someone in that position.

We are 100% confident that should you invest in IP Advance as your VTM, our knowledge and expertise tied to the needs of your business will drastically improve the management of this area of your organisation, at much reduced cost.

Testimonial

Internacionale Retail is a 150-site fashion chain that had lots of issues with their incumbent supplier.

"IP Advance became our Virtual Telecoms Manager (VTM) and took control of our BT relationships.

The results of having a VTM is that we now have the telecoms management and costs of our 150-site retail estate under control, saving in excess of £100k .

Head of IT

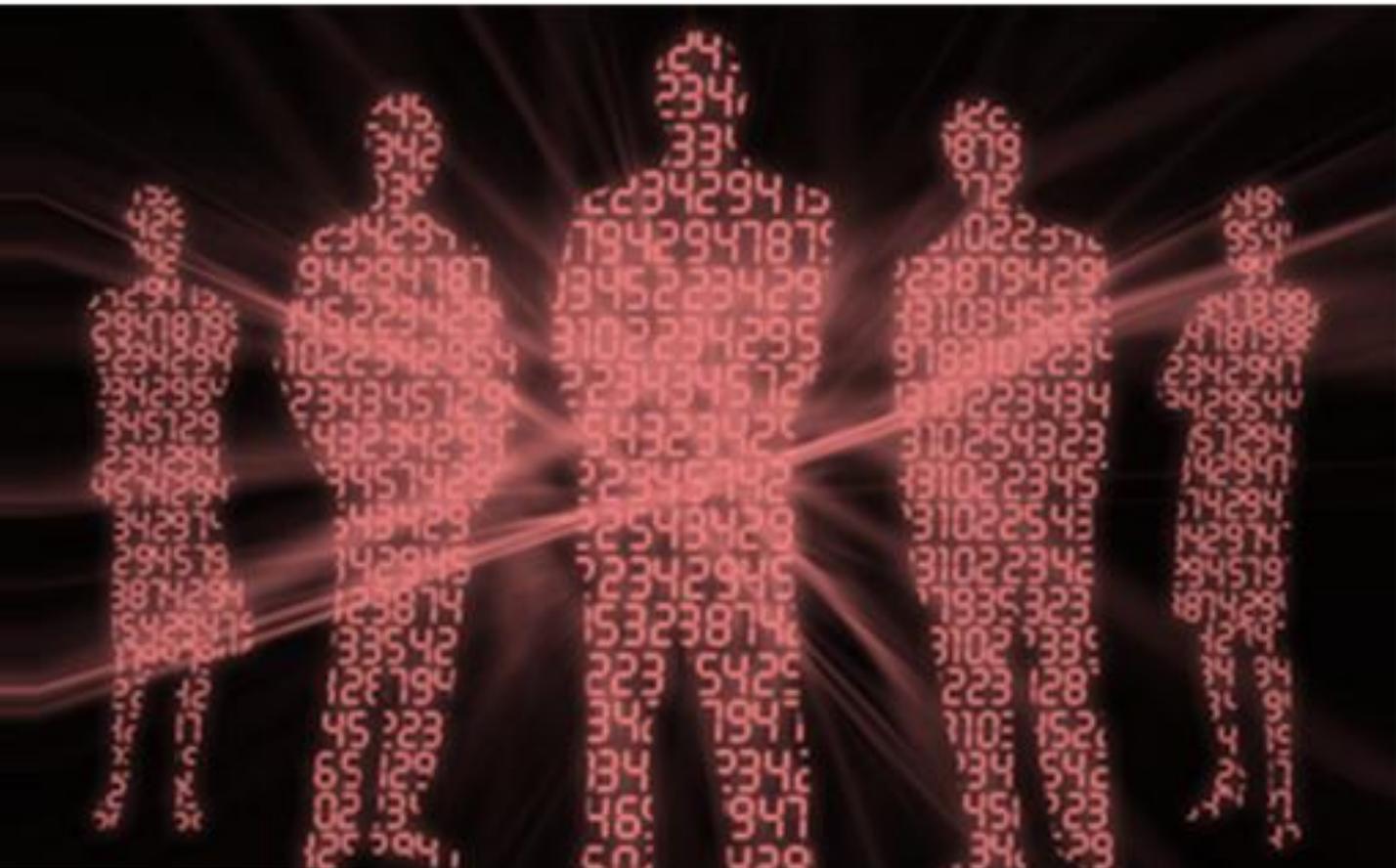


To find out more about how the **ipadvance Virtual Telecoms Manager** service can help your organisation please contact us on:

t: 0845 310 5390

e: info@ipadvance.co.uk

w: www.ipadvance.co.uk



Founder of IP Advance
Andy Poar



Andy Poar is a telecoms specialist with over 16 years' experience in delivering telephony solutions to business customers large and small.

Andy has worked for some of the UK's largest telecoms providers and has managed the accounts of many corporate organisations and he is passionate about customers getting the right service from telecoms suppliers.

Andy set up IP Advance in 2006 to help businesses ensure that they get the right solutions, from the right suppliers at the right price.