

## About the Client

This client is a class I Railroad in U.S. with an annual telecom expense of \$16 million.



The railroad has locations spread across more than 20 states. The client engaged ProKarma in early 2009 as the sole vendor for ongoing Telecom Expense Management including inventory control, bill receipt and payment.

## BUSINESS CHALLENGE

The railroad's broad business objectives were:

1. To cut over from an incumbent in a seamless transition with zero dropped lines
2. To outsource the receipt, analysis, audit and bill payment of telecom lines
3. To have access to granular telecom usage and charge data on a hosted and managed solution
4. To have chargeback capability for telecom costs over a multi-layered, complex cost structure
5. To control inventory movements and billing and to ensure minimal late fees

The timing of the project was crucial as the existing TEM provider's contract had expired. A disconnect of a telecom line would seriously hamper the railroad's operations. The incumbent did not have a proper and complete telecom inventory to pass onto ProKarma.

## THE PROKARMA TEM SOLUTION

ProKarma leveraged its telecom bill receipt, payment, analytical and auditing expertise to meet the customer's mid-term and termending telecom expense management objectives and to ensure zero disconnects.

## APPROACH

ProKarma implemented an end-to-end, proprietary 'BillPay' methodology for Telecom Expense Management to address the business needs of the customer, including:

- Proprietary missing bill research, follow up and reporting methodology
- Inventory Move/Add/Change/Delete [MACD] ticket administration suite
- Proprietary payments and accounting workflows

## TECHNOLOGY USED

ProKarma's end to end hosted and managed TEM solution "ProTelecom".

ProTelecom's suite of services is transparent and configurable with built-in workflows. ProTelecom has a host of canned and custom reports, including executive dashboard reporting with a report wizard.

It provided the customers visibility to all phases of inventory and bill life cycle including audit, exception management, fund administration, payment and reconciliation.

## Implementation

ProKarma designed a custom implementation plan for the transition/migration.

Cutover of bill receipt [change of address] was the top priority. 80% of the inventory was migrated within 30 days and the remaining was migrated in the next 15 days.

ProKarma's "vendor management team" obtained Customer Service Records [CSR] from all carriers. Each bill was paid on receipt after a three-way matching/verification of authenticity with (a) the carrier's representative (b) the client's partial inventory and (c) customer service records. Each bill was set up to be validated and paid within 48 hours of receipt.

ProKarma's missing bill research, reporting and follow up methodology was based on payment-window based ABC classification of inventory to enable intuitive, iterative and proactive follow up with telecom carriers. ProKarma pressed this methodology into service for the customer within three months of going live.

## Benefits

ProKarma's audit and bill payment processes led to a savings of more than a million dollars in the first year of service.

The late fees were reduced to less than a quarter of a percentage point of telecom expense within six months. No late fees were assessed for the year 2011.

There have been no disconnect/shut offs since the inception of services in 2009.

The customer is now able to complete the chargeback to internal departments by the 10th of every calendar month.

## ABOUT PROKARMA

ProKarma delivers integrated technology and business process outsourcing solutions for over 150 global leaders in a wide range of industries and markets. ProKarma is headquartered in Omaha, Neb., with sales and delivery centers in the U.S, India, Argentina and Peru. ProKarma was ranked as the fastest growing IT services company in America by Inc. 500.