



# Case Study:

## Global Retail and Investment Bank

### The Client:

The Client is one of the world's leading global retail and investment banks.

### The Challenge:

PTS was appointed to supply 'business as usual' telecom provisioning, cost analysis and inventory management services to support a demanding business environment where speed to the market and client focus is critical.

### The Solution:

These objectives were achieved by:

- Carrying out a detailed data cleanse of the current inventory
- Establishing accurate Telecom expenditure and accruals
- Introducing and populating a Telecom Expense Management tool that offers a unique solution to dramatically improve and control spend
- Setting up and documenting strict procedures and work flows
- Reporting accurately to the Business which services are unused

PTS also provides an ongoing Managed Service that is responsible for:

- Sourcing Vendors' quotation requests
- Reviewing commercial quotations with an internal resource
- Raising order requisitions
- Chasing approval of order requisitions
- Confirming order receipts with external Carriers
- Regular updates on provisioning progress
- Co-ordinating the handover of documentation
- Updating all details to a centralised management tool
- Managing cancellation requests
- Co-ordinating with internal Finance teams to ensure the payment of invoices
- Monthly cost analyses of spend
- Quarterly reviewing services and recommendations



### **The Benefits:**

PTS has introduced documented processes that follow a strict approach to Telecom Provisioning and guarantee an accurate database to ensure that expenditure is correct. This provides a strong foundation for analysing cost optimisation and a move toward more efficient management of the client's user requirements and its suppliers.

### **The Verdict:**

PTS has become a trusted partner to the Client and played a vital role in helping it to maintain a tight control on spend, capacity and inventory, and ultimately effect a reduction in annual spend.

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#### *About PTS Consulting*

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