BUSINESS ASSURANCE SERVICES
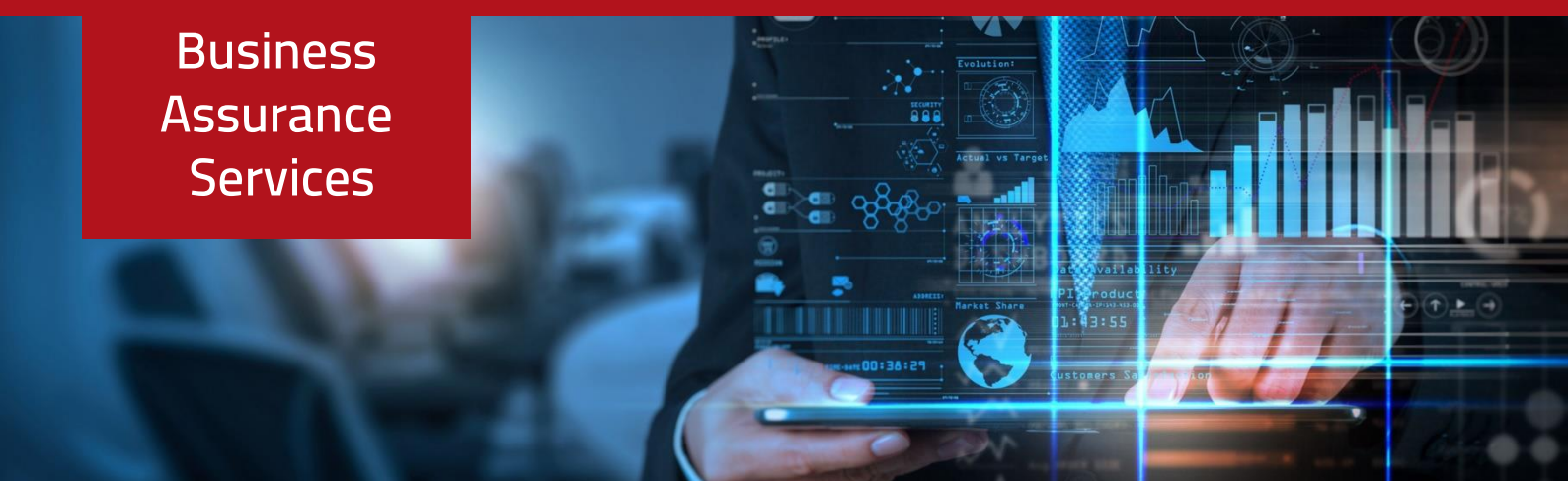
Identify & Recover Costs Quickly | Team Knowledge Gains

TEOCO's targeted one-time audit provides an opportunity for a no-risk approach to potentially uncover additional cost savings and allow your in-house auditing resources to learn about new audit techniques.

TEOCO leverages the deep industry experience of its audit team, its industry leading cost management tool BillTrak, the power of circuit and usage/event-based analytics engines, and the capability of parsing, machine learning, and BOT software to consistently deliver value.

In this type of engagement, we partner with our clients to identify specific third party spend where, depending on the data sources, we mutually determine TEOCO can add the most value. We then apply our focus, expertise, and tools in these areas for a specific timeframe executing against a project plan ("Audit Strategy") customized to the engagement.

Our areas of expertise include local, wireless, wireline, Ethernet, messaging, bilateral agreements, reciprocal compensation, peering, and roaming - and every type of invoice, transaction, call and event detail records (CDR / EDR).

TEOCO audits many major domestic providers and has experience in dealing with over 100 international vendors. As such, our clients benefits from known systemic vendor issues. After the engagement is completed, the team will do a "knowledge transfer" to your in-house team, reviewing the methodology and tools used on any successful recoveries that you would like us to.

Comprehensive Industry Expertise

Machine Learning
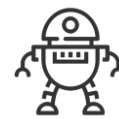
BOTS

Contract Parsing Tools

Client Partnership

Circuit and Usage/Event Analytics Tools

TEOCO uses a contingency–based model, we only share in the success when we add value.

PROVEN METHODOLOGY TO MAXIMIZE CREDIT WINS

1 **PHASE**
  • Data Gathering

2 **PHASE**
  • Audit Strategy
  • Auditing
  • Contract Analysis
  • Dispute Filing
  • Credit Recognitions

3 **PHASE**
  • Reporting
  • Knowledge Transfer

PHASE 1: COLLECT REQUIRED DATA & DEVISE A SPECIALIZED STRATEGY TIED TO YOUR BUSINESS NEEDS

Data Gathering: TEOCO gathers and loads invoice, contract rate, and industry data into our software. We conduct work in a manner to ensure efficiency and minimize your resource commitment.

PHASE 2: CONDUCT AUDITS, FILE CLAIMS, & NEGOTIATE CREDITS

- **Audit Strategy:** We devise a specific approach for your engagement to focus our efforts on your greatest areas of need and complement your existing cost management activities.
- **Auditing:** We leverage our expertise and technology to pinpoint those complex billing inaccuracies that generate substantial savings to your company's bottom line.
- **Contract Analysis:** Our team analyzes and, if needed, parses client contracts to identify relevant audit and savings opportunities.
- **Dispute Filing:** We utilize our web-based Claim Center, which boosts efficiency via electronic filing of disputes in vendor-accepted formats. We file disputes only if we feel that we have a high probability of winning a credit.
- **Credit Recognition:** We work with your vendors to negotiate and reconcile credits and track all activity to closure in our automated Claim Center tool. We also provide this as a separate, stand-alone offering.

PHASE 3: SHARING OUR CONCLUSIONS & EXPERTISE TO HELP YOU POSITION YOUR TEAM FOR ONGOING COST MANAGEMENT SUCCESS

- **Reporting:** Throughout our audit, we provide you with client-customized reports to detail key findings, such as disputes filed, credits received, cost data and trending analysis. We also provide a final report to document any process or strategy recommendations and highlight long-term savings opportunities.
- **Knowledge Transfer:** We conduct thorough knowledge transfer to your staff so that you can reap the full benefits of our audit on an ongoing basis.

Audit Services are offered either on a stand-alone basis, or to supplement TEOCO technology implementation.

Global Industry Wide Use Cases

Our delivery of detailed audit findings along with operational recommendations can help you radically improve your cost management practices. We incorporate knowledge gained from each audit into our processes, and into our technology, so each time you engage TEOCO for an audit project you benefit directly from our cumulative, industry-wide experience.

TEOCO Business Services provides $100 million dollars in benefits to our clients each year

USAGE Recovery of $2.5M in credits for a client on a single rate issue with a vendor in August of 2020.

CIRCUITS Recovery of $800K of invalid charges on one ring in April of 2020.

CIRCUITS Recent identification of a new Ethernet mileage dispute issue worth $2.6M for a client.

CIRCUITS Expertise, automation, and contract parsing tools translated into millions of dollars in Ethernet disputes for clients - *Example:* Recovered over $105K on one Ethernet circuit for a CLEC client in May 2020.

ORDER ERRORS Identified $350K in benefit on one ring in 2020; identified $1M+ in benefit on Ethernet orders for a client.

Insight into vendor issues from wide client coverage

Machine Learning - Pattern matching & anomaly detection algorithms

Since 2003, TEOCO has been the preeminent provider of Audit Services to the telecommunications industry.

TEOCO is a leading provider of analytics, assurance and optimization solutions to over 300 communication service providers (CSPs) worldwide.

Our solutions enable the digital transformation of CSPs while enhancing their network QoS, improving their customer experience and reducing their operational costs.

Through advanced analytics, TEOCO products provide actionable and measurable insights into network and customer behavior. This includes the optimization, effective monetization, and delivery of new and existing services, such as 5G.

Our commitment to network flexibility and agility makes TEOCO the obvious choice for CSPs looking to maximize the revenue potential of 5G investments and capitalize on new opportunities tied to the emerging Internet of Things (IoT).

Global Footprint

Extensive Portfolio

Proven Solutions

"TEOCO is bridging the gap between operations functions, particularly traditional engineering, planning and network optimization, and the business-defining monetization functions of revenue generation, customer experience, and margin management. Stratecast believes this makes TEOCO a company to watch."

- Stratecast, Frost & Sullivan