

August, 2009

## Finding the 'Right Fit' with TnT's Six-Phase Software Development Approach

For many companies, reducing overall telecom spending by gaining control over an often ponderous telecom environment can mean the difference between success and failure.

The process of controlling telecom expenses has become so critical that it's yielded its own segment within the industry: telecom expense management, or "TEM."

Executives with one Sandy Hook, Conn.-based company that's involved in the practice – a group called TnT Expense Management – say they help their clients through services such as sourcing/contract negotiations, audit and bill processing, inventory management, wireless management, network provisioning, project management, call accounting/chargeback, physical audits, tax audits and market data analysis.

At their first annual "Client User Forum", TnT Expense Management addressed industry analysts, partner companies and customers, saying it's important to look beyond TEM and to place challenges within the wider context of today's business environment.

During the event – which included technology demonstrations, interactive roundtable sessions and presentations – the term "right fit" emerged as a common term. Executives at the company told TMCnet that it's also an inside term the company uses when working on the best solutions for its clients.

"We like to use the term the 'right fit,' " said Jerry Cavaliere, Vice President of Enterprise Solutions at TnT. "It's really about us fitting a solution to the needs of the client. No two clients are the same, especially when it comes to software and applications."

Cavaliere said the TnT team listens to each client's needs and incorporates a six-phase approach to developing their software. After engineers work with clients to design the proper applications, the work is sent back to Cavaliere's group for fine tuning.

Through auditing administration and consistent, senior-level reviews, the TEM provider for global enterprises and mid-market companies evaluates the overall telecom network infrastructure and billing relative to the business.

Software development also involves integration, training and documentation before the product is released.

"The end result is a solid tool and process, ultimately creating the right fit for our clients," Cavaliere said.

"Our client's satisfaction is our top priority and we achieve this through client-focused initiatives and spending time learning about our client's environment.

The conference also brought together leaders from around the globe in market sectors that included financial, healthcare, insurance, manufacturing, commercial solutions and academic institutions. TnT used the event as an opportunity to expand its leadership position in customer satisfaction in the TEM market with structured customer exchanges.

By Tim Gray  
TMCnet Web Editor  
Edited by Michael Dinan