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TnT Expense Management Taking a Proactive Approach to Quality Control

Quality Control has emerged as a top priority among executives across all industries. Many customers are making decisions, largely, based on quality capabilities of their vendors.

In general, quality control ensures that systems, products and services are designed and produced to meet the customer's requirements.

In the telecom expense management industry, or "TEM" space, quality control often means taking control of a company's billing process, by monitoring select metrics and measures for an overall picture of wireless and wireline spending.

As a business process outsourcer of TEM services, many companies look to one Sandy Hook, CT.-based group that's been specializing in the field for a decade – TnT Expense Management – to ensure that quality control processes are sound.

"We have strict control measures," Tony Bodetti, TnT's Chief Operating Officer, told TMCnet. "(Companies) often hand over their telecom management because they may not have strong processes in place."

At a recent event hosted by TnT Expense Management – the "Client User Forum" – Bodetti said that implementing proper quality control is critical, and that important measures include making sure that checks and balances are in place so that bills are being paid on time, as well as preventing any late fees or service interruptions.

The forum was designed to provide clients and industry players with an overall program for success, including TEM, and it focused, in part, on doing business in current economic conditions.

TnT Expense Management is the right company to lead this kind of event. A global provider of telecommunications and technology expense management, TnT Expense Management provides a range of managed services designed to reduce or optimize telecom and wireless expenses for global enterprise clients in all major industries and government.

Bodetti calls TnT's approach to quality control "proactive," with "strong quality control metrics and measurements and reports built around our processes."

In fact, he says, in each functional area that TnT deploys for a client, the company includes a series of quality control reports that show how they are performing for the client on a daily basis.

"We make sure we take a proactive approach," said Bodetti. "We don't want to react; we want to be as proactive as we possibly can."

To bolster such efforts, TnT works to keep ahead of industry trends, and it recently became the first TEM provider to use a master control center to monitor its operations and client Service Level Agreements through its "Global Network Operation Center", or "GNOC."

"We are tracking all types of IT metrics, operational metrics and client requirements as well as using the GNOC as a resource center," Bodetti said. "We are utilizing the GNOC to proactively address issues."

Bodetti said the company has set thresholds within the reporting in the GNOC, so that if it's getting close to any SLAs or metrics, there are indicators that alert management to potential issues, whether through e-mail, audible signals or other built-in means.

"In the past, it was more about running reports and taking a proactive approach using the report. Now we are letting the GNOC do all that for us," Bodetti said.