

# Connect and Carry Your Business' IT to the Next Level



The advancement of technology never stops - especially in regards to how we connect with each other. For organizations, keeping up with innovation in the field requires a special kind of expertise and a drive to match the right technology with your needs. Technologent is here to evolve with your business and provide your team with an approach defined by heightened visibility, agility and precision.

With Technologent's deep catalog of **Carrier Services**, businesses can better control their cloud, communications and connectivity technologies with both ease and efficiency in mind. Our focus on the customer, combined with our comprehensive strategies for technology solutions, optimizes the entire technology journey through the industry's most established service providers and partners.

## 1 Assess & Assist Your Technologies

- Baseline Technology Assessments
- Cost Audits
- Optimization Consulting
- Roadmap Recommendations

## 2 Plan & Perform with Insight

- Ordering
- Criteria Assessments
- Service Provider Vetting & Quoting
- RFP/RFQ Process Administration
- Contract Management & Negotiation

## 3 Reduce Cost & Increase Convenience

- Bill Consolidation & Payment Management
- Simplify Telecom, Cloud & Wireless Expenses
- Cost Auditing & Reconciliation
- Error & Credit Detection with Follow-up

## 4 Establish & Scale Support

- Help Desk
- MACDs
- Inventory Management
- Service Provider Escalation
- Provisioning Project Management with a Priority for On-time Delivery

## Say Goodbye To...

REVERSE ENGINEERING

SILOED SOLUTIONS

BRAND BIAS & MISINFORMATION

OUT-OF-MARKET RATES

INVENTORY HASSLES

BILLING HEADACHES

HOURS DEALING WITH CARRIERS



## Complete Carrier Coverage

Carrier Services are more complex than ever. Offering everything from bandwidth and voice, to backup and all things “cloud”, identifying best of breed depends on the product, region, technology, application fit for your situation.

As a transparent partner, we bring clarity and impartiality to the table, delivering competitive pricing, terms, and service levels. With deep relationships with top service providers, our team of expert carrier architects.

We specialize in network, cloud, security, and collaboration. Get optimal returns with us - we monitor your pricing, bills, usage, and SLAs to ensure the best possible outcome for the present and future.

### Network & Voice

Today, every company is in the business of data. The integrity, speed and capacity of your network should never be in question. Resilient connectivity and voice networks are critical, and our team can ensure that you have the right foundation for digital transformation.

### Data Center & Colocation

Unleash the full potential of your technology with a top-notch colocation provider. With our state-of-the-art facilities and unparalleled expertise, we take care of the data center building, cooling, power, bandwidth, redundancy, and physical security, so you can focus on driving your business forward.

### Contact Center

The Call Center has evolved— with unprecedented levels of support, intelligence and engagement needed in the modern workplace. Live chat and chat bots. Analysis. CRM integration. Whole system integration with call routing, recording and outboard dialing. Contact is king and we have the team to give you the crown.

### UC & Collaboration

While the flexibility of a remote workplace is applauded, a failed deployment is costly. Not all Cloud Voice is the same and not every customer has the same needs. Our experts understand the finer points of the architecture and the integration ecosystem so you can be sure to have the right tool set to drive your business forward.

### Mobility & IoT & AI

The expansion of mobility bandwidth, integration of smart devices (Internet of Things, IoT), Artificial Intelligence (AI), and Machine Learning (ML) can transform your organizations approach to business. You need a team with cross platform expertise to help you understand how to integrate these technologies to deliver business outcomes.

### SD-WAN & Secure Access

Software Defined and built for security, SDWAN and SASE are critical to ensure that your data moves securely and efficiently across your networks. With dozens of hardware and software vendors touting their supremacy, our team has expertise across all the various platforms to ensure that your specific outcomes are delivered.

# Telecom Expense Management (TEM)

Unnecessary telecom expenses, bill errors and overpurchased services have a sizeable impact on the bottom line of virtually every company. Leading independent research firms consistently identify telecom as among the most challenging categories for finance and IT teams to manage, often leading to massive overspending. Our audit and optimization services remedy that and use a contingency based cost model that does not require any budget, which makes this a self funding project.



## We Build

We collect the information needed to build and validate your telecom inventory.



## We Inspect

We perform a forensic audit to uncover billing errors and recover the money you're owed.



## We Corroborate

We validate that services are being billed in compliance with contracts, service orders and tariffs.



## We Optimize

Our methodical optimization process produces valuable recommendations that drive efficiencies and reduce spend.

### Q: What if I don't need a telecom expense audit?

A: Telecom Expense Management is likely a low priority for you and your IT team, however, 80% of telecom invoices have billing errors and companies typically overspend by 20%. We fix that for you.

### Q: What if my finance and IT staff don't have time for another project?

A: We get it. With everything on their plate, it's difficult to make telecom optimization a priority. But that's where we can help. We have the resources to manage the project without disrupting your workflow and make the process painless.

### Q: When will we see our savings?

A: We have effectively analyzed and processed billions of dollars in telecom expenses for clients. We often realize savings in less than three months and fully recoup overcharges from service providers in less than a year.

