



Consulting

www.ssgconsulting.com



Vitals

- Founded in 1984
- Premier IT infrastructure consultancy serving Blue Chip firms
- Headquarters: Cleveland
- Offices: Birmingham, Columbus, Chicago and Colorado Springs.



Core competencies

- Profit-enhancing Telecom Managed Services
- Comprehensive CIO services
- IT/Capital Asset Management Services

Our Clients

Agilent Technologies	First Bank	Novus Discover
Alltel	HAP	NWOCA
Bank of Scotland	Henry Ford Health	Ohio DAS
BankOne	Hewlett Packard	Peregrine
BellSouth	IBM Global Services	Philips Display
Blue Cross	ICL	Philips Medical
BP Oil	Limited	Progressive Insurance
Campbell Soup	Lincoln Investments	RepTech
Case Mortgage	Longaberger	Sabre
CMS Energy	LTV Steel	Senoco Products
CPCCQ	Maryland National Bank	Shure Brothers
DP&L	Mellon Bank	Sprint
Eaton Corp.	NCB Mortgage	SunGuard
Edward Jones	Nationwide Insurance	Tremco

GSA supplier, Contract Number GS-35F-0515M

Telecom Managed Services





Profit-enhancing Telecom Managed Services



It's all about the bottom line

- “Most organizations can save 12% - 21% of their annual telephony charges” – *CFO* magazine
- “Most organizations over pay between 10% and 18% for Billing Errors and Late Payments” – TTI
- “Incorrect billing results in 10% - 15% overcharges” – Gartner Dataquest
- “Customers...experienced savings of 15% to 27%” – Aberdeen Group
- “Immediate cellular savings of 15% can be realized through improved alignment of usage patterns with unpublished carrier plans” – META Group



Our bottom line

To identify costly gaps between infrastructure, usage and vendor billing, retrieve the funds rightfully due to our clients, and design systems to eliminate future gaps.

For instance:

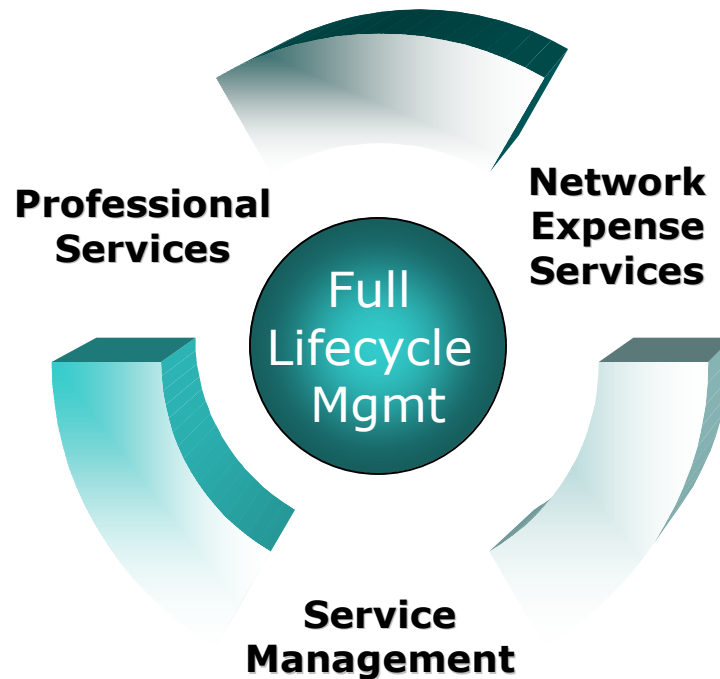
SSG saved 22% of \$10M Telecom expense for one customer



Beneficiaries

- Agilent Technologies
- Sprint
- Shure, Inc.
- LTV Steel

The path to enhanced telecom profitability



The value drivers

- Cost Reduction
- Cost Controls
- Revenue Enhancement
- Security Improvement
- Service Level Improvements
- Staff Augmentation

Our three step approach

- Ruthless Audit and Error Recovery
- Streamline Bill Payments
- Optimize Telephony Management

Profit-enhancing Telecom Managed Services Portfolio

- Consulting
- Projects
- Auditing
- Outsourcing

Telecom Consulting

- Environment Evaluations
- eBilling Consolidations
- Billing Optimization
- Traffic Analysis

SSG eBilling Consolidation Results

- Mid-West client with \$32M annual telecom spend
- Problem:
 - “Swamped” in paper; 12 contractors processing (not analyzing) invoices
 - Escalating Late Payment Fees
- Solution:
 - SSG eBilling Consolidation & Billing Optimization
- Results:
 - **1/3 reduction** in Contractor staff
 - Eliminated Late Payment Fees



Telecom Projects

- Complex Project Management
- Acquisition Due Diligence
- Divestiture Support
- PBX Replacement/Upgrade
- ACD/IVR Replacement
- Call Detail Reporting Rollout

Telecom Projects Results

- When a large multi-national corporation, spun-off an \$8 Billion dollar division, we were engaged by the new corporation to
 - Define and implement a strategy to split the Global Voice VPN and implement 7 digit dialing in 90 days
 - Build a Network Control Center and outsource its operations to manage their new Wide Area Network
 - Assist in splitting 106 offices nationwide
 - To Negotiate new interim telecom contracts for all services



Telecom Audit

- Inventory Verification
- Contract Rate Verification
- Feature Review
- Process Review
- Taxes Review
- Contract Recommendations

Telecom Audit Results

- Mid-West client with \$32M annual telecom spend
 - \$1.1M in Savings/Reductions
 - 291% ROI
- West Coast client with \$52M annual telecom spend
 - \$5.0M in Savings/Reductions
 - 87% ROI

Telecom Outsourcing Services

- Invoice Processing & Payment
- Full Telecom Outsourcing
 - Invoice Processing
 - Contract Negotiation
 - Provisioning
- CDR Administration

Full Telecom Outsourcing Results

- Mid-West client with \$1.2M annual spend
- Negotiated New Long-Haul Carrier Contract
 - 30% Savings in Monthly Expense
- Eliminated Disconnects for non-payment
- Freed senior telecom staff from invoice processing
- Overall ROI: 32 %



The SSG Advantage

- Not a contingency firm
- Fixed monthly fees
- Independent of carriers and hardware providers.
- Do not sell or receive commissions from any carrier or vendor
- One point of contact



Our TMS Team

- Established relationships with Telecom Providers
- Experienced in telecom auditing and bill processing for multinational corporations
- Global network of local TMS experts
- Professional staff is highly experienced in telecom bill processing and auditing on a global basis
- Specialists in:
 - Telecom Billing and Audit Processing
 - Infrastructure Systems Management
 - Vendor Negotiation and Dispute Resolution
 - Network Systems Management



Thank you.

For further information on SSG services, Contact:

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