

## What is Voice and Data Services Review (Audit)?



A telecommunications audit is a process to put money back into your budget.

Industry experts estimate corporate telecom bills have an average error rate of 7—12%, with some putting the figure as high as 20%.

A Gartner Group study showed that 10-45% of annual telecom expenses can be reduced. We think this is worth investigating!



We like to equate an audit to peeling an onion. The reason is that while you open the onion by a small slice in the skin. You must peel layer after layer until you get to the middle—to the core of that onion. Scratching the surface in a telecom audit does not uncover enough waste.

At Jewel Team, Inc. our approach is simple—technology services must enhance business practices, not hinder them. We perform the following tasks with every audit (regardless of size or shape):

- Inventory of all services
- Identify all unused lines & features —if they do not enhance business function they are gone
- Identify ways that lines can be shared for multiple business function
- Combine services under one vendor vs. multiple vendors if appropriate
- Streamline contract terms
- ***Coordinate all changes approved by clients—we spend the time on hold rather than you!***

We perform this process without disrupting your business, and it requires very little of your time. We simply need you to:

- Authorize us to obtain records and make changes with your vendors.
- Answer questions about line identification, network design between locations
- Approve written reports and recommendation of savings
- Enjoy the Savings for years to come!

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## Frequently Asked Questions!?



**What causes billing errors?** Tariff changes, accounting/billing software changes on the vendor end, multiple people within your organization sending in orders. All affect the total bill.

**How can Jewel Team save me money?** By removing un-needed lines & services, streamlining contracts, and making sure you are with the best possible provider in your area we have consistently saved clients money. Some companies can boast 67% & 86% savings annually.

**What is your fee for an audit?** Our audits are performed on a contingency basis and provide you a no risk process to identify waste, streamline your services and reduce your monthly expenses. We provide a detailed report of savings options and upon approval we work with the carriers to make all changes, verify completion of service changes. We also make sure that the billing reflects the requested changes once they have gone into effect.

### **We have our own staff/vendors, why do we need Jewel Team, Inc.?**

**Staff—** Your staff members in IT or billing rarely have that time and often do not have the expertise needed to effectively review all of the services for which you are billed.

**Vendors/carriers—**Most of these companies work on commission and only review rate plans. This leads to an incomplete audit and recommendations that don't always benefit you. Our president, Julie Drake, a member of the Society of Telecommunications Consultants (STC) and signs a yearly Code of Ethics which includes a commitment to vendor independence.

We work only for You!



**Consistent on-going savings -  
an average of 35% for our clients!**

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