

## Major Financial Institution Employs Symphony SMS For Customer PBX Station Services

### Business Challenge

A large Telecom provider signed a contract to supply PBX station voice services to a large international Financial Institution with 40,000 stations on 50 PBXs. The contract required a Help Desk to manage all troubles and Moves, Adds, Changes and Deletes (MACD) requests for all PBX stations in the US and UK. The contract contained very strict SLA requirements and extensive monthly reporting.

### Solution

Symphony SMS was contracted to provide Requests management, which is used for all one-time billing and SLA reporting; management and tracking of the Inventory, which contains each PBX station; and the Billing and Reporting solution. The EMS (expense management system) solution was selected because of its comprehensive integration of the Inventory and Request modules, which support all the information required for the Billing solution, including one-time and recurring station charges, as well as call accounting. The EMS Billing module is executed monthly to produce all the monthly charges and reports.

### Results

As a result of implementing Symphony SMS' integrated EMS solution, the customer has completed all MACD requests within the SLA requirements **96% of the time**. The cost allocation for all station services is produced monthly with backup reports and an automated interface to the corporate GL system, thus reducing manual processes and providing accurate financial information on time.

### About Symphony SMS

*Symphony SMS offers an **End-to-End TEM Outsourcing Solution** – a holistic approach that drives productivity, controls costs and enables clients to utilize telecom to create profitable technical, operational and accounting business solutions.*