

Large US Financial Services Firm Hires Symphony SMS for Local Line Audit

Business Challenge

With over 7,000 retail locations throughout the United States and local managers contracting for local phone service at each location, the company had virtually no visibility into what services were being purchased or whether the vendors were living up to contractual obligations, such as volume discounts and credits.

Solution

Symphony SMS ordered copies of all Customer Service Records and one month's invoice from our client's local phone vendors and then input that information into our Auditor Toolkit database. The resulting data gave the company an unprecedented view of their local telecom spend, allowing them to determine where services should be reduced in specific locations. In addition, a large billing error involving the application of volume discounts was revealed, resulting in the vendor issuing significant credits and correcting the error going forward.

Results

By leveraging the combination of our superior technology and offshore operations, Symphony SMS gave the client **unparalleled visibility and control** over an area of telecom spend previously overlooked, due to the logistical challenges in gathering the necessary information. As a consequence, local phone service **costs were greatly reduced** and cash flow improved.

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.*