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Research

Services

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Research Studies



Market Alerts



Perspectives & Strategies



KPIs, Metrics & Benchmarks

Our Clients

Blackberry

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Executive Summary

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May, 2006



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Verizon Business Launches Total Telecom Cost Management Service

Joe Basili

The partnership between Verizon and Symphony Services will enable Verizon Business to leverage Symphony's software to track services, manage telecom assets and invoices, and identify billing errors. It highlights a continued trend of partnering and supplier mergers that are necessary for Total Telecom Cost Management (TTCM) vendors to expand their sales reach, capabilities, and provide the scale necessary to meet the needs of large enterprises. Many vendors have also been building scale through mergers and partnerships. This trend enables suppliers of TTCM solutions to expand their sales reach and capabilities, and meet the size and scale necessary to meet larger enterprises' TTCM needs. Large enterprises that spend more than \$100 million annually on telecom have concerns when they outsource or buy software solutions from smaller vendors.

Not all suppliers can scale readily to meet large new projects for telecom cost management. Enterprises don't want to take on the risk of business disruptions from network disconnections if bills are not processed in a timely fashion or software fails to work as promised. Partnerships and mergers address this issue for customers. The TTCM market is evolving from smaller start-ups to larger more capable suppliers.

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