TeleManager Telecom Auditing and Analytics

Our TeleManager telecom auditing program, the hospitality industry's most comprehensive service, offers a unique combination of technology-based analytics with ongoing analysis and recommendations from our in-house team of hospitality communications experts.

With over 25 years of hospitality industry experience, TeleManager has the expertise and the data to assure an optimal assessment. The program's focus on cost reduction and revenue enhancement opportunities, yields an average return on investment of 5 to 8 times the cost of the program making it a champion in the hospitality industry.

What Makes Us Different

Unlike other telecom auditing programs, TeleManager:

- Leverages the ongoing capture of PBX and call accounting data to provide meaningful, actionable analytics and recommendations
- Uses Six Sigma approved methodologies to capture information yielding solid results
- Provides services over 62 countries
- Is an approved and preferred solution for major hotel brands
- Provides a dedicated account manager expert to act as the single point of contact for all the hotel's telecommunications needs, freeing up your staff to focus on your guests

Reduce telecom costs by 40%

Attain average ROI of 5 – 8 times the cost of the program

Improve brand standard evaluation scores

Reduce liability and manage risks with life safety analysis

Over $1.7M in realized annual savings in 2018

$5.0M+ in customer savings opportunities identified for 2019

TeleManager Program Scope

TeleManager begins by conducting a comprehensive on-site or remote assessment of the hotel's current telecom billing, contracts, systems, facilities, configurations and guest call charges. A Statement of Opportunity is developed for the hotel outlining our recommendations for optimizing the hotel's communications performance.

Flexible Program Options

The TeleManager program offers flexible options including our one-time, quarterly or monthly . Our most popular options are our ongoing programs which have proven to keep the hotel's telecommunications operations optimized under changing conditions while continuing to deliver a high return on investment.

Suite of Services

Whether you are looking for a one-time audit, require ongoing professional assistance or just need help with a special project, TeleManager has you covered with a full suite of services including:

- **Telecommunications audits** with Statement of Opportunity
- **TeleManager reporting** with efficiency reports for cost routing, facilities utilization, carrier billing accuracy, call pricing and call posting
- **Headquarters Alerts (HQ Alerts™)** with interface monitoring & alarming
- **O&A™ (Opportunity & Accomplishment**) including the identification, implementation and verification of profit enhancement, cost reduction and guest impacting opportunities
- **Billing reviews and analysis** identifying carrier errors and over-provisioning of facilities
- **Risk assessments** of all communications systems and facilities as well as e911 compliance
- **Return on Investment Program** focusing on cost reduction & revenue enhancement
- **Project Based Services** including project management and installation management
- **Contract management** including negotiation of renewals and RFPs
- **Technology acquisition consulting** and implementation support
- **Custom Web-based management tools** identifying critical trends and **industry comparisons**
- **24 x 7 emergency support**

Contact us today to find out more about the TeleManager programs and services.

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