

How Your Technology Expense Management Partner Achieves Results Matters

Technology expense management (TEM) is a fixture in enterprise lifecycle management of telecom, mobility, and IT assets, services, and licenses. Many professionals summarize the traditional value proposition of a TEM partner by highlighting audit and optimization savings that occur in tandem with invoice processing. Defined process efficiency gains achieved through automation, though, are just as important to the overall value proposition of TEM.

Efficient TEM programs and program partners extend beyond siloed audit, optimization, and invoice processing to consider the impact of technology lifecycle events on expense.

Sourcing, procurement, and services ordering activities originate the lifecycle; service delivery, inventory management, and technical support sustain the in-life term of technology; technology decommissioning and disposition management close the lifecycle.

Maintaining a multidimensional perspective of the effects of each lifecycle stage improves the integrity and accuracy of operational, financial, and technical information used to deliver business results.

Audit & Optimization Decisions

- Are credits and discounts properly applied on invoices?
- Are asset, service, and license disconnections accurately reflected on invoices?
- Are payments properly applied to invoice accounts?
- Are service plans in alignment with consumption?
- Are assets and licenses in use?

AOTMP

Efficiency First[®]
Framework Guiding Principles

- Operational Excellence
- Financial Accountability
- Technical Integrity
- Business Results

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10,000+ Invoice Processing Decisions

Lease Charges SIP Trunking Charge SaaS License Charge Cloud Storage Overage Charge IoT Core Charge

AOTMP® defines invoice processing as the practice of processing paper and electronic billing media, validating invoice accuracy, performing cost allocations, securing payment approvals, generating payment files, remitting payment funds, and reconciling payment records. Auditing – validating invoice accuracy – requires a deep and intimate understanding of carrier and operator invoices; assets, services, and licenses; and infinitely complex billing components. The overarching workflow is simple:

Audit & Optimization

Audit activities, whether one-time or perpetual, as in the case of validating invoice accuracy are one part of the invoice processing equation.

Optimization activities are the other exploring potential for improvement. When applying optimization principles to invoice processing, the focus is typically three-fold:

1. Improving efficiency of people in the process
2. Improving overall process efficiency
3. Improving the ratio of cost-to-assets / services / licenses



Auditing

The practice of validating financial, logical, and physical accuracy of the telecom, mobility, and IT environment and resolving exceptions.

Optimization

Improving the technical, financial, operational, and/or business position of:

✓ People	✓ Processes	✓ Systems
✓ Assets	✓ Licenses	✓ Services
✓ Vendors	✓ Contracts	✓ Costs

Manual + Automation = Manumation



The emphasis on improving invoice processing in the TEM industry has historically focused on automating the manual execution (optimizing overall process efficiency) with the promise of improving invoice accuracy through real-time invoice audits and improving costs by identifying financial optimization potential. Yet, several TEM companies still rely on manumation instead of automation to deliver invoice processing services.

On the surface, differentiation between fully automated, partially automated, and manual workflow might seem trivial. You may think, "Why should I care as long as the scope of work is fulfilled and desired results are delivered?" The reason it matters is simple: people cannot effectively execute on all the invoice processing decisions to be made each month manually, and manumation consistently misses financial opportunities.

Establishing a Proactive TEM Performance Business Posture

Automation is a key enabler of improved process efficiency, which yields many tangible business value opportunities.

Automation is more than the acceleration of manual processes. It's also human empowerment. When people are in the position to spend most of their time reacting to automated process outcomes instead of executing on processes, the value of the process and the value of the people are optimized.

↑ + Automation =

high efficiency and value delivered

- Automation =

low efficiency and diminished value

This concept applies to businesses and to TEM companies equally. If a TEM partner proports to have automated processes that are, in fact, manumission facades, then they are not efficient. That lack of efficiency directly affects the integrity and value of services provided to you. When it comes to invoice processing and TEM partners, automation is the key differentiator that elevates the potential value of the relationship from average to optimal.

Operational Efficiency

Efficiency Value

Operational Cost Optimization

Automate repeatable processes and leverage human skills to make more cost-effective business decisions.

Fulfillment Acceleration

Reduce manual friction and delays in the request-to-delivery workflow to accelerate service delivery to internal customers.

Financial Efficiency

Budgeting & Forecasting Reliability

Improve accuracy and confidence in financial data about assets, services, and licenses.

Cost Containment & Waste Elimination

Improve audit and optimization outcomes to reduce financial waste.

Technical Efficiency

Digital Transformation Accelerator

Improve accuracy and confidence in asset, service, and license data, including purpose, users, and usage, to accelerate transformation initiatives.

Integration & Interoperability

Improve understanding of the technology ecosystem to make informed, top-down technology decisions.

2022 Asignet's Use Case

The power of automating invoice processing using robotic processes and artificial intelligence.

Invoice processing by the numbers for one multinational company...

- 350+ vendors
- 1,000's of monthly invoices received
- 100+ employees involved

Automation Results

- Invoices in multiple languages processed in hours instead of days
- 98% validation accuracy, dramatically lowering the need for manual intervention
- 30% invoice processing efficiency gain
- 12% contract negotiation savings achieved through improved accuracy, visibility & control

Blueprint for TEM Invoice Processing Success.

✓ Dig deep into what is automated and what is not.

Transparency between a TEM partner and its customers is paramount. As a business customer, your knowledge of what is and what is not automated improves your ability to make informed decisions about results expectations and about actions to take to mature business results.

✓ Show me the automation.

As the saying goes, trust but verify.

✓ Invest in people to improve business posture.

Automation is key, but people in the process are also essential. Developing internal staff to react to automated process outcomes specifically for your business is invaluable.

✓ Measure results.

Audit and optimization results plus the impact of defined process efficiency gains deliver a complete picture of TEM program performance.

About Asignet

Asignet is an IT Full Lifecycle Expense & Asset Management Provider. We offer an RPA Driven technology platform & expert support and managed services that enables business agility. Using our platform & services, enterprises gain full visibility, achieve efficiency and productivity. We will reduce your costs on technology & Mobile expenses, cloud expenses, and SaaS licenses using proprietary AI and robotic process automation.

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