



In The News

## Firm Cuts Chatter on Telecom Choices

Chicago Tribune - May 15, 2004 by Jon Van

**A**s telecom services proliferate, a new generation of consulting firms has sprung up to help businesses sort out the choices.

One is Schaumburg's ISI Telemanagement Solutions, Inc.

ISI had been primarily a software developer to help businesses track communications and has evolved into a consulting firm that uses its knowledge of the telecom industry to enable clients to negotiate more favorable rates.

Some two decades ago, ISI helped law firms track how copying machines were used so the costs could be billed back accurately to clients. The firm later developed technology to do the same for phone calls.

As telecom has become more complicated, the market for sophisticated software has grown, said Richard Wilkus, president of the privately held firm.

Businesses no longer face simple choices of which long-distance company to use or whether to go with PBX or a local carrier's Centrex, he noted. They must decide things like whether to combine voice and data on a single network, which carrier to use and what to do about wireless.

Lots of firms offer to help manage telecom, Wilkus said, but ISI is one of the few that uses its own software, and the market is wide open.

Most medium to large enterprises still make telecom decisions in-house, he said.



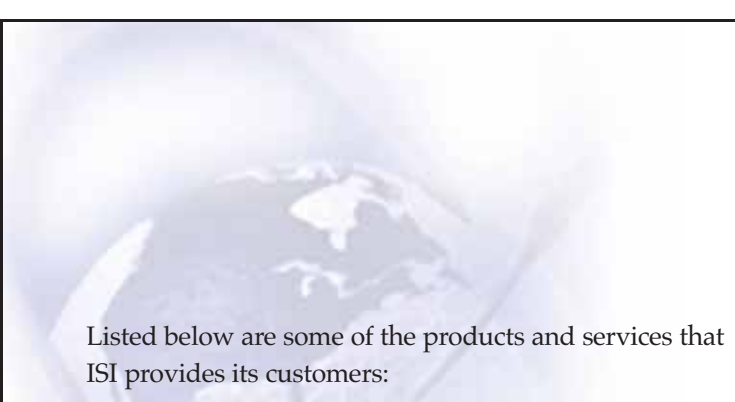
Virtually any large enterprise is paying every month for lines and phone services it no longer uses.

"If we can get to the right decision-maker--the CFO, COO or CEO--who's looking for bottom-line reductions, we can get the account."

ISI, like many in its field, offers to work on a contingency basis, taking only a percentage of the amount it trims from a client's communications bill. There are always savings, usually quite significant, because virtually any large enterprise is paying every month for lines and phone services it no longer uses, Wilkus said.

Besides doing an audit and putting telecom service into a computer database, ISI consultants will negotiate with carriers on behalf of clients to obtain lower rates.

ISI software tracks what a company is paying for regular phone service and wireless and compares that to industry norms to find the best rates before consultants attempt to renegotiate with carriers, Wilkus said.



Listed below are some of the products and services that ISI provides its customers:

**Infotel<sup>®</sup> Invoice Manager** — Automate the tedious review of telecom invoices, while identifying savings, billing errors and unusual variances in charges and usage. Automatically allocate costs, export data to accounting systems, and obtain online tools and reports for better management of your telecom spending.

**Telecom Profit Optimizer** — Obtain vendor refunds due to billing errors and receive recommendations on how you can reduce your overall voice and data communication costs on an ongoing basis. This telecom analysis also includes implementation of our recommendations to ensure that you quickly realize savings. Pricing is based on the actual savings achieved.

**Infotel<sup>SM</sup> Wireless Optimizer** — Lower your current wireless costs by utilizing our new technology for rate optimization. More than 8,000 available rate plans from all of the major carriers are analyzed to match the single best plan offering for each individual user within their existing carrier. This eliminates the need to change providers, phone numbers or equipment. Pricing is based on a percentage of actual savings achieved.

**Infotel<sup>SM</sup> Wireless Manager** — After you've optimized your current wireless expenses, continue to manage and optimize these costs through an ongoing fee-based outsourced service for wireless management. We will integrate the billings from all your carriers into a single online management tool and provide monthly recommendations to optimize your rate plans. Other key features of this online tool include Usage Management, Comprehensive Reporting, Asset Tracking and Internal Charge Back.

**Infotel<sup>SM</sup> Conferencing** — Reduce your conferencing costs by 20% or more with a proven and reliable solution for all of your audio, web, video and streaming services needs. Take advantage of lower rates, billing for actual usage, direct connect options, and no charges for set-ups, minimums, cancellations, etc. Save time and peace of mind with 24/7 OnDemand services, comprehensive support, and clear and accurate billing.

**Infotel<sup>SM</sup> Outsourcing** — Utilize this flexible program to reduce and control your telecom costs on an ongoing basis, while cost-effectively supplementing scarce internal resources. Services include analysis and management of invoices, contracts and vendor orders, operations and help desk support, remote data backup and recovery, and tailored services that address your specific needs.

**Infotel<sup>®</sup> Select** — Allocate telephone costs, monitor employee productivity, analyze telecom traffic, manage telephone abuse, and detect fraud through this powerful, easy-to-use call accounting system. This system can be utilized onsite or outsourced through our service bureau.

**Infotel<sup>SM</sup> Analyst** — Save time, improve employee productivity and control costs associated with user and trunk activity by using this management support tool that collects and analyzes call accounting records, flags and details problem areas, provides trending information and recommends corrective actions. Infotel Analyst is tailored to your situation and needs, and includes the world-class support you can count on. Infotel Analyst goes beyond call accounting by providing actual analysis of call accounting data.

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