

Utility Goes Wireless with Avotus Intelli-Sourcing

Executive Overview

Providing 4.2 million customers with power in the southeastern United States, this utility requires a variety of telecommunication services to help provide uninterrupted power supply to its customers. Customer call centers, operations at 14 power plants, hundreds of substations, and thousands of employees meant this utility was spending \$3.2 million dollars per year on telecom. As a quasi-public utility with government-mandated profit levels, any reduced cost would strongly help their financial situation..

Avotus Advantages

Saved 35% on annual wireless telecom costs

Obtained “pay as you go” contract terms

Completed auction in 10 days

Business Need

One major concern for the utility was their wireless charges. With hundreds of linemen and field technicians carrying wireless phones, the cost for devices and their usage was a major impact on the overall spending. In addition to increasing the efficiency of the field employees, wireless communications were critical for coordinating repairs or for use in emergency situations. Unfortunately, the customer’s current wireless provider had a de facto monopoly on their “push to talk” feature. The customer turned to Avotus for help with sourcing better contracts and pricing from wireless carriers in the southeast.

More than just saving money, the customer was seeking better contract terms and higher service level agreements. One of those terms included a stipulation for a “pay as you go” plan to simplify management, charge back, and avoid payment for unused minutes.

Background

Avotus analyzed the utility’s current infrastructure and contracts, inputting the data to its best-in-class database. This database holds information on every auction run, allowing Avotus to see what types of contract terms and pricing should be expected for the service at auction. Avotus was able to predict an 11.7% savings on the wireless service for this customer.

Sourcing Process

Avotus invited several Tier 1 carriers to participate in the auction. Over the course of 10 days, 26 bids were placed on the wireless contract.

Sourcing Results

Upon close of the auction, the results were even more favorable than those predicted by Avotus. The utility recognized savings of 35% from the incumbent carrier. The carrier agreed to the utility's "pay as you go" terms. In addition, the carrier agreed to a pure cost-per-minute billing system rather than fixed monthly charges and minutes.

About Avotus

Founded in 1981, Avotus is an award-winning provider of intelligent enterprise Call Accounting solutions. Since its inception, Avotus has worked with corporate telecom administrators to help them tackle the challenges associated with managing their complex enterprise communications assets, which increasingly include a growing number of mobile phones, tablets and other smart devices. Avotus serves customers across 41 global destinations, many of which are industry-leading Fortune 2000 customers.

For more information, please visit www.avotus.com.