Fixed Voice solutions: costs are going up and overall usage is decreasing...

Communications overspend?

The communications arena: state of play and hidden costs

When it comes to communications contracts and procurement there are many deals out there that appear to be great value for money. However, a lot of these seem, and are, too good to be true.

With unexpected hidden costs, upsells, cross sells and optional extras, what at first made perfect financial sense, can suddenly turn into a long term drain on your finances.



Of SMEs want to reduce fixed costs on telecoms equipment 2



The average cost of a fixed

voice call minute 1

Of businesses will outsource support services such as phone systems to reduce overheads²



The rate at which the volume of fixed voice calls made by businesses fell by 1

Advice

Think about your fixed voi solution - monitor how oft your workers use their fixe ephones. The costs are risi so it's time to look at complementary alternati such as outsourci

Mobile: confusing contracts, BYOD and roaming fees all add up to surprise costs



Of all mobile users were on the wrong contract when phone bills were analyzed by Oxford University 3

£65pn

The hidden charges that BYOD can cost

a company per month 5



How much extra a company with over 1,000 employees spends with BYOD compared with a business

Per year is lost through unmanaged connectivity (roaming) charges generated on

ook at your contracts a your tariffs. Have you got th est deal? Evaluate who need ousiness mobile phone in yo company. Look for share contract servicing or bu icing deals to save m Be aware of roa





The growth rate of contact centres

compared to 2010 7

50%

The potential cost savings of a cloud-based call centre compared to an on premise system. 9

Of consumers prefer talking

to an agent on the phone 8

Contact centres: set to grow

2.6-5.9%

The technology costs associated with running a contact centre. However this is pivotal to handling times and customer service. 10

Is the service you are

providing the best for you

agents you employ and whetl

king your centre into the cl

will represent savings and a

improved service, or in

tomers? Consider how n

Networks and Data: Networks are vital to businesses... but projects can often spin out of control...



How many SME's cite the failure of local network systems as one of their biggest technological risks. 11



How much additional cloud storage SME's pay for. On average SME's only use 7% of their storage capacity compared to 26% for large businesses. 13

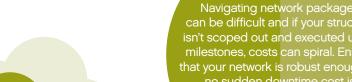




How much IT project costs overrun by 14



























2.4 billion

international trips. 4

£100,000

mobile solution. 6

a year