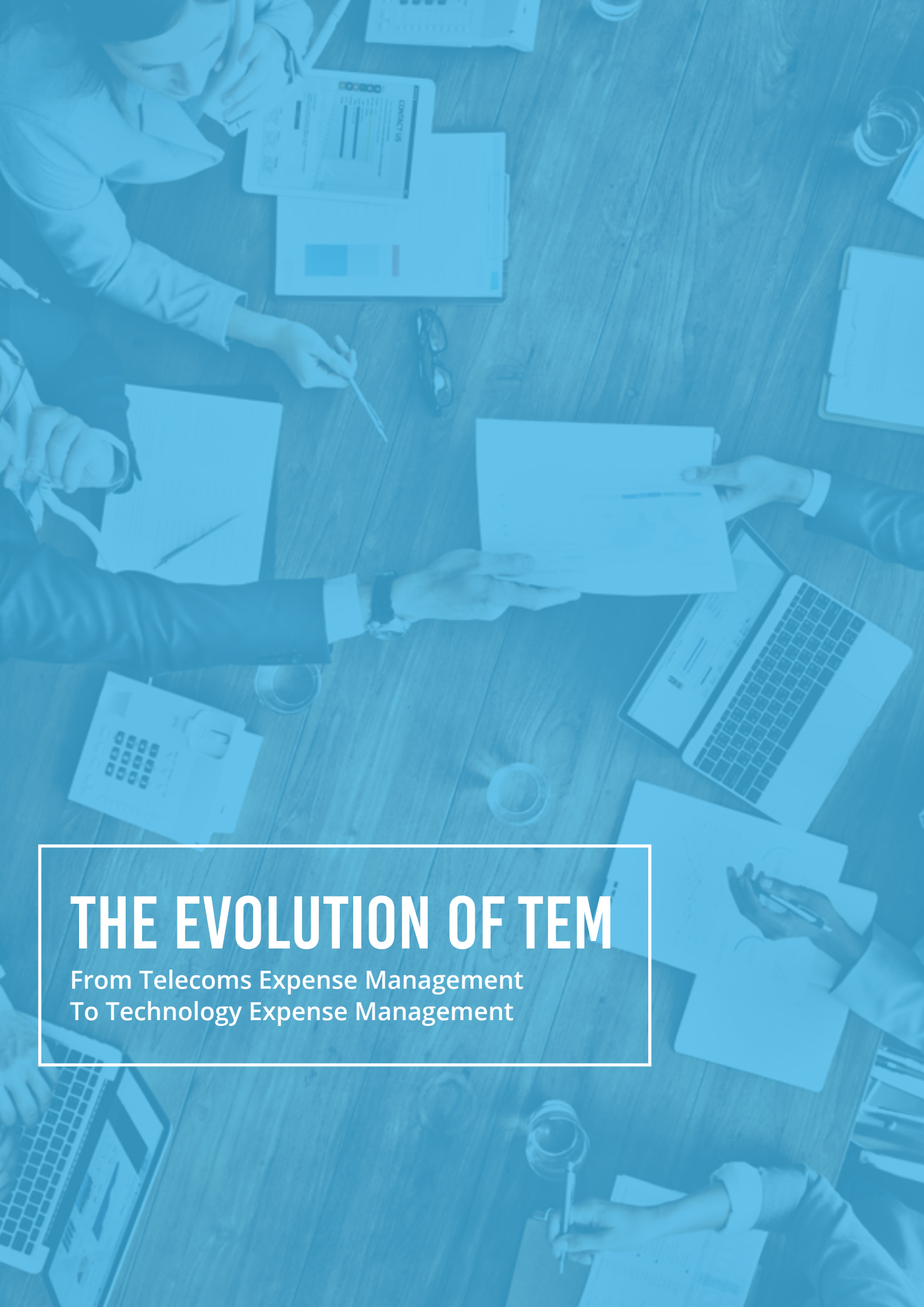

THE EVOLUTION OF TEM

From Telecoms Expense Management To Technology Expense Management

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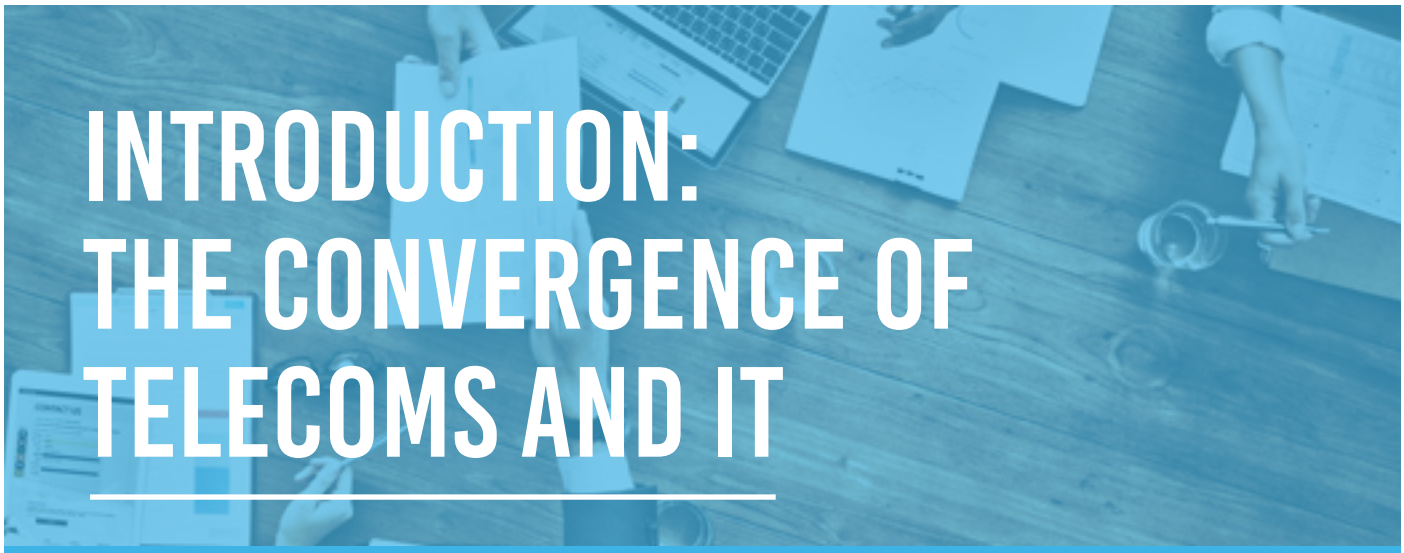
INTRODUCTION:

The convergence of Telecoms and IT



INTRODUCTION: THE CONVERGENCE OF TELECOMS AND IT

The modern enterprise business is being forced to embrace a new digital reality. The lines between IT and telecoms are blurring, and the new workforce is mobile and connected at all times.

IT and telecoms have become a central component of most companies and can no longer be seen as just a cost centre. Effective communication systems are an essential part of any successful business. They drive business value creation and enable all business processes. Inefficient solutions will result not only in spend wastage, but also in disgruntled and unmotivated staff that are not equipped with the tools they need to do their jobs effectively.

The theory of convergence states that eventually all voice and data services will belong to a single data stream, as telecoms and IT solutions become more integrated and digitalised. Mobile devices will handle calls, instant messages, email, images, streaming video, and file sharing, keeping employees connected and business operations running smoothly, at all times, from everywhere.

> *In the last decade, telecoms operators have expanded their portfolios to offer a wider range of digital services, while at the same time, IT providers are creating solutions that disrupt traditional telecoms services.*

IT and telecoms no longer exist in separate, distinct environments. Products, services, technologies, and providers which used to all serve distinct business functions are now melding together to create a complex digital communications and connectivity ecosystem.

In the last decade, telecoms operators have expanded their portfolios to offer a wider range of digital services, while at the same time, IT providers are creating solutions that disrupt traditional telecoms services. This means that it is becoming increasingly difficult to manage a company's IT environment and telecoms environment separately.

As the infrastructure and service needs for both IT and telecoms departments become increasingly reliant on each other, there are considerable overlaps and synergies. The ICT strategy should be delivering key benefits to the business, but, by treating the two areas as separate cost centres, companies dilute their purchasing power and limit benefits and efficiency of the ICT strategy.

Businesses are creating a complex ecosystem of IT and telecoms products, services, and infrastructure to ensure connectivity and enable business processes. Managing these ecosystems however, has become equally complex.

MANAGING COMPLEX ECOSYSTEMS

> *Between mobile data spend, voice lines, cloud subscriptions, and online ordering services, an enterprise can quickly rack up considerable cost.*

Telecoms assets are one of the hardest to track as they include physical assets such as handset devices, and virtual services such as fixed-line, mobile, and data services. In addition to this, initiatives such as BYOD introduce complex charge-back and reimbursement models. As telecoms expanded beyond just a fixed-line environment to incorporate mobile services such as the internet, messaging and data, keeping tabs on business telecoms became increasingly difficult.

With the introduction of broader ICT services, hardware, software and cloud-based subscriptions, the task has only become larger. Between mobile data spend, voice lines, cloud subscriptions, and online ordering services, an enterprise can quickly rack up considerable cost.

As technology moves on and changes within a company, many organisations are left with legacy infrastructure and services that are not being properly tracked or monitored. The IT environment has also seen growing complexity as digital solutions and devices become more pervasive in business.

> *With a single Technology Expense Management system, it is possible to optimise the business in a meaningful way and see real return on investment.*

This results in companies underutilising the services at their disposal, or paying for services they no longer want or use, or even know to be active.

By aligning traditional Telecoms Expense Management capabilities with broader IT infrastructure and services, it is possible to create end-to-end visibility into operations and enable decision makers to cut out waste and maximise the value of assets. With a single Technology Expense Management system, it is possible to optimise the business in a meaningful way and see real return on investment.

The added transparency enables the informing of strategies and gives a better view of how technologies and the business intersect. This gives companies a clear view of what they can expect from their ICT assets and maximise value creation.

THE NEW TEM:
Technology Expense Management

THE NEW TEM: TECHNOLOGY EXPENSE MANAGEMENT

As the workforce became increasingly connected and mobile, organisations had to invest more energy in managing their telecoms environments effectively. This often meant implementing tools and solutions that helped manage and control every aspect of the telecoms ecosystem.

For many years, advanced Telecoms Expense Management solutions have helped organisations manage their fixed-line voice, mobile, data, and wireless expenses in a single centralised platform, that gives them clear insight into their telecoms environment.

Technology Expense Management on the other hand takes this concept a step further by taking traditional Telecoms Expense Management and incorporating broader technology costs such as, software licences, computer equipment, cloud subscription and storage services, and applications.

Use Cases for Technology Expense Management:

Cloud-based Services: With the massive growth of cloud services for business, many companies are placing key business functions, processes, and applications in the cloud. The 'as a Service' nature of cloud products has led to companies managing several cloud service subscriptions for various software, platforms and infrastructure. By incorporating this into a company's Technology Expense Management system, it is possible to implement consumption tracking across these services, enabling the company to recharge expenses to the relevant cost centres in the business, and ensure that all services are being utilised optimally.

SD WAN: Many companies are moving to a Software-Defined Wide-Area Network (SD WAN) to connect their enterprise network. This is because it provides more flexible, open WAN technology, and does not require expensive fixed infrastructure or proprietary hardware to operate. This allows companies to extend their networks over large areas and connect remote branches to central data centres. This however often requires the use of multiple service provider networks, and can introduce operational challenges including network congestion, jitter, packet loss, and service outages. A Technology Expense Management system can therefore help the company manage multiple suppliers in a centralised manner and ensure SLAs are monitored and met at all times.

Infrastructure Management: there are numerous device and infrastructure requirements that a company has to manage, particularly when rolling out a new store or branch. In this regard, Technology Expense Management can be used to manage the supply chain for all technology required by a business. It can streamline invoice processing, track inventory, and help to manage an array of different vendors. It can also reduce operational costs and billing errors, by providing insight into the entire technology ecosystem within the company.

With the modern workforce becoming increasingly reliant on technology services, it is important for organisations to have an effective management strategy in place. Without this, the organisation can quickly lose control over how much they are spending on infrastructure, devices, products, and services, and will have no way of tracking spend, or knowing if their environment is functioning at optimum efficiency.

A robust Technology Expense Management solution will not only give the business a centralised dashboard from which they can manage the technology environment, but will also provide real time analysis and reporting to support key business decisions, and enable business optimisation.

BUSINESS BENEFITS:

Benefits of a Technology Management Solution

BENEFITS OF A TECHNOLOGY MANAGEMENT SOLUTION

There are many business benefits that can be seen when implementing a Technology Expense Management solution, such as:

Asset Management

Technology Management includes the creation of a centralised asset database including hardware, software, licences, subscription services, infrastructure, and mobile devices. By tracking all these assets, organisations can better manage and optimise the entire asset lifecycle.

Spend Management

The greatest challenge in managing a technology environment is to determine where an organisation spends money. A Technology Expense Management solution can provide sophisticated reports and analyses on all usage and spend.

Usage Optimisation

A Technology Expense Management solution will ensure that all assets are used optimally, with minimal wastage or downtime.

This enables the company to gain a clear understanding of asset usage patterns, downtime expenses and inventory discrepancies to identify precisely how every asset impacts the cost of doing business.

Cost Allocation

Technology Expense Management gives the company visibility around how products and services are consumed by a particular region, branch, cost centre, or end-user within the company.

By gaining a clear view of usage patterns for various technology assets and services it is possible to recharge costs to the relevant departments or cost centres within the business. This can be done on a branch, department, or employee level according to the needs of the business.

Invoice Management

As all invoices are consolidated in a central environment it is possible to easily review them and identify any errors or inaccuracies, such as overcharges or unnecessary fees.

Vendor Management

A Technology Expense Management system gives organisations a single view of all contracts and warranties. This enables them to ensure that service and support expectations are taken into account at all times.

Auditing

Built-in audit trails allow the company to automatically track moves, adds and changes regarding assets to comply with regulatory standards.

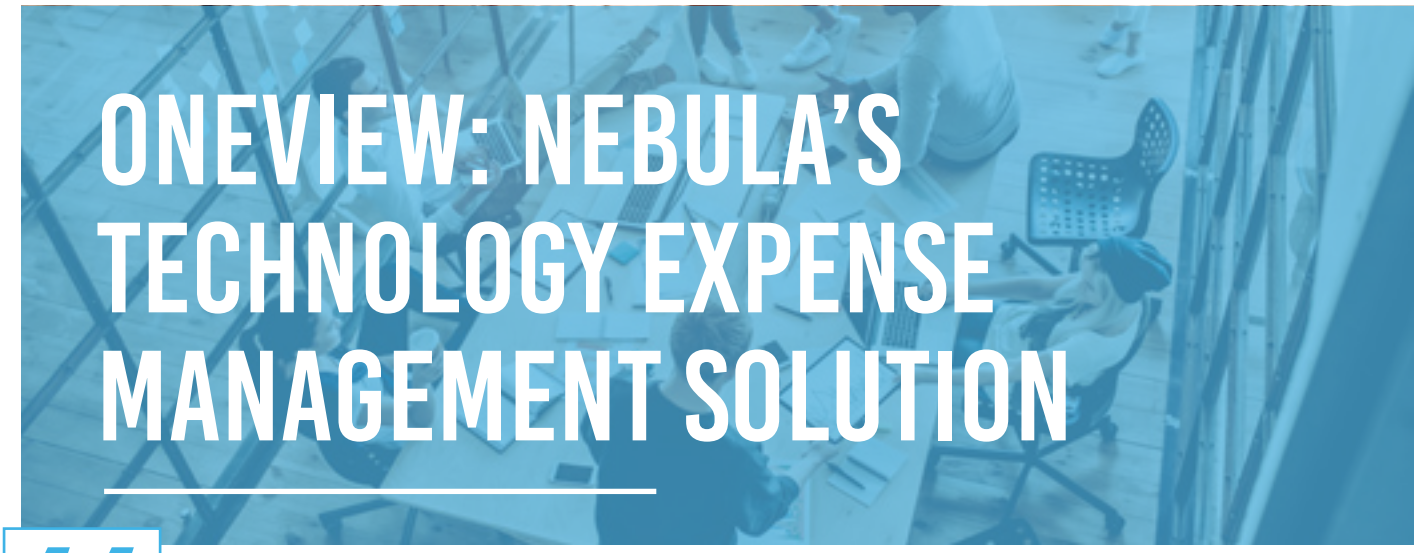
This makes it easier to identify asset conditions that could have an adverse impact on the business, such as the renewal of subscription services that are needed for key business functions.

Business Insight

by managing all technology assets and services in a central dashboard it is possible to extract and analyse usage data to create meaningful business insights. This can help with spend management, budget forecasting, and usage management in real time.

ONEVIEW:

Nebula's Technology Expense Management Solution



ONEVIEW: NEBULA'S TECHNOLOGY EXPENSE MANAGEMENT SOLUTION

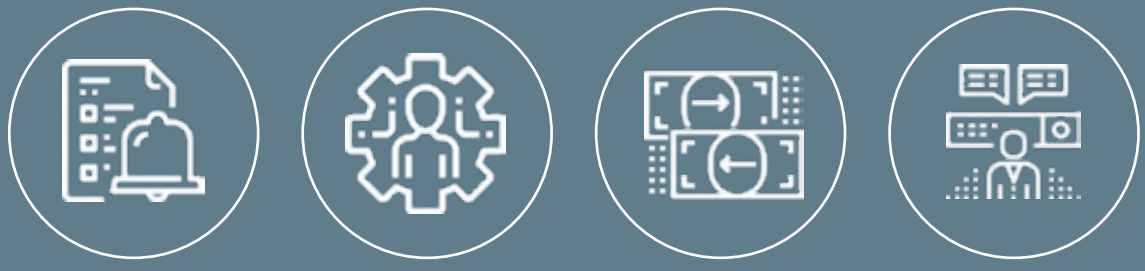
> *By empowering employees to manage and monitor their own device usage, the OneView app provides greater awareness across all levels around reducing and controlling mobile spend.*

To make Technology Expense Management within enterprise businesses a simple and effective process, Nebula developed OneView, a next generation, cloud-based system that provides real-time visibility and control of enterprise technology usage and performance.

Through integration with services providers, OneView enables automation, collection, enrichment, and verification of enterprise usage, spend, and vendor performance.

In addition to improving efficiencies and reducing unnecessary expenditure, the system supports governance, compliance and risk management, mobile workforce management, infrastructure management and contract optimisation.

OneView offers real-time visibility of the entire ICT ecosystem and makes it possible to manage consumption, and track service provider performance, ensuring all elements are being utilised optimally.



Advanced Analytics and Reporting
Now you can conduct detailed telecoms analysis and forecasting with live usage tracking, analytics, dashboards and reporting.

Financial Management and Automation
OneView enables detailed spend analysis, budget tracking and forecasting. It also offers automation of internal cost allocation and verification of billing rates charged by service providers.

OneView Third Party Integration Hub
OneView can integrate with 3rd party applications such as service request and ERP systems. This helps to eliminate isolated systems and make your IT operations seamless.

Notification Centre
Automated Alerts and Usage Notifications create companywide usage awareness to curb overspend and avoid bill shock.

Continuous Cost Optimisation
Optimisation Dashboards and Reports continuously help you to identify cost saving opportunities across the full telecoms spectrum.

BYOD & COPE Profile Management
The BYOD (Bring your own device) and COPE (Corporate Owned, Personally Enabled) feature assist you in implementing your mobile policy and managing employee profiles.

Compliance Management
On-and off-board employees with ease and ensure compliance with all regulatory policies such as RICA compliance. OneView also assists in ensuring audit compliance by being an accurate source to secure all data and required information.

Service Provider Interface Management
In combination with OneView, we ensure on-going engagement with service providers and vendors to optimise telecoms contracts and costs.

OneView Companion Application
The OneView Lite Mobile Application is a companion application to the OneView system. The app provides employees with up-to-date information regarding their corporate mobile usage and spend.

ONEVIEW:
The OneView App

THE ONEVIEW APP

In addition to the main OneView telecoms management system, Nebula also offers the OneView App which provides corporate mobile users with real-time information on their mobile usage and spend.

With the OneView mobile app, it is possible for employees to view all company-owned devices that they use, making it easier for them to monitor and control their own usage and spend, reducing wastage and improving overall telecoms cost efficiency in the business.

Features of the OneView App:

-A single view of all assigned devices and SIMs - users can load all their company-owed devices onto the OneView app, including mobile phones, tablets, and 3G cards. This enables the employee to view a list of all the devices or SIMs that are assigned to him/her in a single interface.

-Easy personalisation – users can give 'friendly' names and icons to all their devices to more easily distinguish between them and track and manage the different accounts.

-Spend tracking and management – users are given real-time usage alerts, as well as a summary of usage and spend per device or SIM.

By empowering employees to manage and monitor their own device usage, the OneView app provides greater awareness across all levels around reducing and controlling mobile spend.

The new BYOD feature makes it easier to identify your personal and business calls from the palm of your hand. The app syncs with your phonebook to recognise familiar numbers and recommends names that can be linked to the matching numbers.

Nebula's OneView system provides insight, simplicity, speed, and accuracy to a company's entire telecoms environment.

FOR MORE INFORMATION

To find out more about OneView™, please send an email to ContactUs@Nebula.co.za with “OneView” in the subject line, and a Nebula staff member will contact you.

You can also visit any of these platforms for more information and latest company news.

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