

OneView® ENABLES MAJOR OPERATIONS AND TECHNOLOGY COST MANAGEMENT FOR SA BANK

THE CLIENT

Assisting a leading SA bank with over 800 branches with their branch operations and cost management.

800
BRANCHES



▶ WHAT DID THE CLIENT NEED?

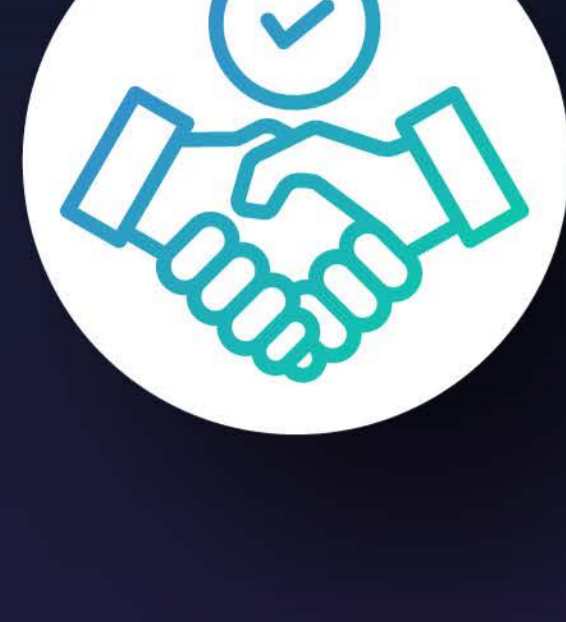
OPERATIONAL

The client had limited control and visibility over costs and service deployment within their branches. 1Nebula® assisted them in managing their technology infrastructure usage, performance, and costs, while also providing enhanced visibility into their environment.

MOBILE

With a mobile workforce, employees at one of the largest banks in South Africa, who operate remotely, had to spend valuable time manually processing monthly reimbursements for business-related usage on their personal devices (BYOD - Bring Your Own Device).

1 ▶ HOW DID 1NEBULA HELP?



1Nebula®'s OneView® solution was implemented to deliver a digital overview of the entire telecommunications environment. A reporting structure was established that enabled each regional manager to view the costs and services associated with their respective branches. Monthly customised reports at the branch and manager level allowed the client to analyse usage and spending trends and provided:



- Overview of all services installed as well as usage thereof
- Operational control
- Operational simplification
- Accurate financial and decision support

Environment exceptions



1Nebula® assisted in developing a mobile strategy tailored to the client's needs, which reduced corporate liability (i.e. fewer mobile corporate contracts) while allowing users to work without being hindered by the associated costs.

Due to our track record and experience in this sector, 1Nebula® was able to provide the research as well as insights from similar business cases.

1Nebula® eliminated the need for users to manually sift through itemised billing each month to identify business-related calls for reimbursement.

- Increase visibility
- Automate tasks
- Optimise costs

2 ▶ WHAT WE SOLVED

Through the engagement 1Nebula® was able to identify direct as well as indirect costs that could be optimised



Inaccurate and unauthorised costs were corrected or removed

OneView® provided a detailed breakdown of their infrastructure and the cost related to it



OneView® monitors usage and in doing so reduces expenditure

Visibility into the infrastructure allows for identification of active and inactive components, enabling cancellations where necessary



The client only pays for infrastructure that is contracted as well as what is deployed in their environment

3 ▶ TYPES OF REPORTS GENERATED BY ONEVIEW



Site Expense reports provided a breakdown of usage per call type i.e. all mobile, international, local, special services and long-distance calls



These reports displayed the branch's total usage and rental expenditure, including all discounts and additional costs incurred (e.g., installations, call-out fees, etc.), along with a comparison to the previous two months



The expense reports are system-generated and emailed to each branch monthly on a specified date



The report gave overview of all infrastructure installed at the site and the associated costs and line descriptions



The client's active directory was imported into 1Nebula®'s BYOD reporting system to identify 'known numbers' dialled from branches, as well as 'unknown numbers' that could indicate misuse



Reports provided a detailed breakdown of the most expensive calls, longest-duration calls, and most frequently dialled numbers

REGIONAL/DIVISIONAL MANAGER REPORTS



MANAGER REPORT HIERARCHY

Monthly branch/site expense reports roll up to a summarised manager report, which summarises the total monthly expenditure for all branches within the regional manager's region

These reports roll up according to the client's operational management hierarchy, providing increased transparency of branch expenditure from the branch level to the executive level

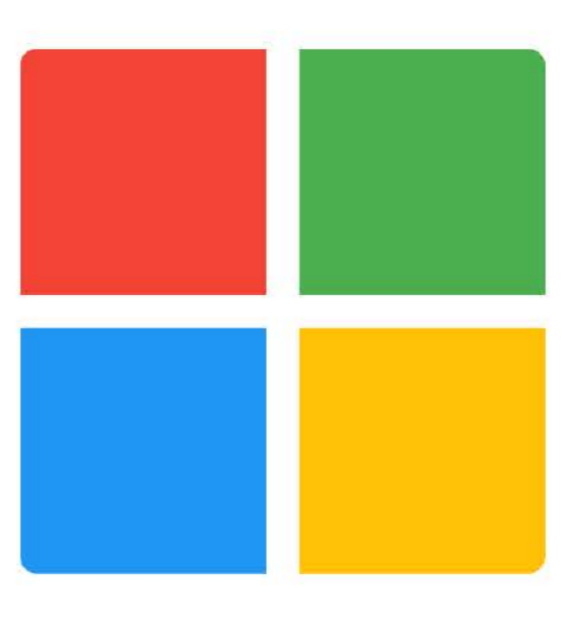
▶ THE RESULT

COST SAVING OF
R 8.4MILLION

29%
COST SAVINGS
IN VOICE

63%
REDUCTION IN TIME SPENT
ON MANUAL TASKS

AS ACCURATE BUSINESS
CALLS COULD NOW BE
CLAIMED, OVERALL CLAIM
VALUES DECREASED BY
25%



OneView® is a Microsoft Gold Certified cloud Product. With Microsoft Azure cloud services, OneView® can fully leverage the advantages of the cloud to provide our clients with a high performance, scalable system that enables next generation telecoms and business innovation.