BIZview Reconciliation Services

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OUR VALUE PROPOSITION:

In April 2012, BIZview began a Pilot Study to help a large Government Department (Department) understand their telecommunications billings because accurate reconciliation of the monthly invoices was proving difficult to achieve. The Pilot Study discovered that the large volume of data caused the Department to rely on the telecommunications service provider (telco) to manage the accuracy of the monthly billing. However, factors such as changing service types, rate and contract variations, site relocations and changes, miscellaneous charges, changing data caps, usage variations, variable billing dates, and staff changes meant that the telco also struggled to produce accurate and timely reconciliation reports.

BIZview was unable to find an application that reconciled the monthly billings and created BIZengine that compares the invoices against the service contracts and the installed services, to deliver an automated Exception Report that highlighted anomalies between these three factors. The report was delivered to the Department in May 2013 and covered the three-month period from January – March 2013. The results of the report were hotly contested by the telco, but the figures and facts proved to be robust and 100% accurate, and an agreement reached for a refund in August 2013.

SERVICE CONTRACTS

INSTALLED SERVICES

MONTHLY INVOICES

INVOICE ASSURANCE
Reconciled Invoices

PROCESS ASSURANCE
Reviewed Internal Processes

SERVICE OPTIMISATION
Insights & Leverage

Before the refund was settled, the Department advised the telco that BIZengine would be used to retrospectively reconcile all services back to the date of origin. The telco countered with, and the Department accepted, a full and final settlement of $600K plus free upgrades of specific services, on proviso that BIZengine would only audit services invoiced from 1 January 2014 onwards; i.e. no further retrospective invoice reconciliations.

In January 2014, BIZview began providing an enlarged suite of monthly services using the BIZengine platform. Refunds from these services in the first 12 months were Invoice Assurance (identified $750K of over-charging), Process Assurance (identified $380K of internal savings), and Service Optimisation that identified $550K by leveraging insights of the existing telco services and aligning them to the Department's goals and requirements. The total anomalies identified in the 18 month period from May 2013 – December 2014 were in excess of $2.0M; the service costs to the Department represents a Return on Investment of 700%.

BIZview continues today to supply these services to the Department and still delivers accurate and timely reconciliation of the monthly invoices, oversees a robust internal process to manage the installed services, and highlights discussion topics for efficient deployment of telco services that match the Department's business requirements.

As well as financial outcomes, BIZengine has delivered non-financial benefits that have enabled strategic discussions between the Department and the telco to occur. These include invoice accuracy of greater than 99% (removes the need for 'nitty-gritty' level discussions) and identified errors in the billing process that favour the Department rather than the telco, as it did prior to BIZengine services. However, the most important outcomes have been that the types of conversations between the two parties has moved from one of cost (to the Department) and specific billing issues, to one where telco services can be more strategically deployed to support the Department's goals; i.e. both parties are able to make fully informed decisions based on strong and supportable data and information. There have also been productivity gains and increased efficiency for the Department as staff who were once dedicated to low end repetitive tasks have been freed to focus on higher value activities.

Service Objectives

BIZview cannot guarantee the same monetary returns or financial outcomes to everyone, but our ongoing market research has revealed that Aotearoa New Zealand businesses and organisations continue to experience significant problems understanding and reconciling telecommunications invoices from our largest telcos. Our experience informs us that even when anomalies are identified in the billing systems that the telcos are reluctant to confirm the errors and slow to apply remedial action. This reaction from the telcos is addressed by the Invoice Assurance service.

BIZview's Invoice Assurance service performs the key reconciliation process and identifies errors such as under- and over- charges, tracks the state of all identified anomalies, follows them through to resolution, and becomes the "thorn-in-the-side" of the telco. This is the cornerstone service which enables our other offerings.

The Process Assurance service tracks the state of the customer internal processes to ensure that all amendments, additions, deletions are properly tracked and are reflected in the inventory of installed services. This service focuses on issues of internal governance and quality control.

Service Optimisation is about maximising value from the services purchased by examining historical data for insights and then leveraging this information for efficiencies. Opportunities for optimisation are determined by quantifying consumption, identifying obsolete services, analysing trends, and monitoring exceptions.

BIZview Outcomes

What began as an eight-month invoice reconciliation engagement is on-going still, and both the telco and the Department are working together to deliver improved services that adds value and addresses strategic priorities for the business.

Our goal is to deliver the same to all businesses in Aotearoa New Zealand.