

UNSW gains more control over communications costs

University of NSW



Challenge

University of New South Wales (UNSW), ranked among the top 50 universities in the world, sought a centralised billing engine to deliver a unified telecom expense management platform for reporting and billing.

The billing system was to service the eight faculties at UNSW's main campus in Kensington, Sydney, as well as its other major campuses: the College of Fine Arts in Paddington and Sydney. The tender called for 'IT at UNSW' to be able to assess usage against carrier invoices and provide 'user pays' rationalised bills back to each department across the University. IT at UNSW also needed to be able to accurately measure both tangible business returns and intangible benefits from the University's telecommunications systems.

A total of 5000 staff and 50,000 students rely on UNSW infrastructure to collaborate, in real time, through the use of the fixed and mobile telephones; wired and wireless internet access; desktop and room-based video; as well as the broader computing network.

It was estimated the UNSW was losing upwards of 10 percent in unbillable calls per month.

To improve the efficiency of expense management, while at the same time reducing the overall telecommunications expense incurred by the University, a flexible software platform was required to meet current needs and those into the future.

Customer

- University of New South Wales

Partner

- TSA Software Solutions

Challenge

- Automate telephony call accounting across all users, devices and carriers.
- Produce accurate, validated billing.
- Provide tangible and intangible ROI measurement.
- Provide mechanism and data to drive relationships with carriers.
- Provide visibility into usage to change wasteful user behaviours.

Solution

- NEC/TSA managed suite

Benefits

- Accurate 'user pays' billing
- Reduced processing time
- Reduced overall expense incurred
- Increased visibility of calls from all devices
- A flexible software platform to meet UNSW needs

Services/Hardware/Applications

- NEC integration and support services
- TSA CAAB telecommunication expense management suite

Solution

Backed by well known and respected reference sites, the NEC/TSA bid established that the tangible and intangible returns required of the new integrated solution would be successfully implemented.

The TSA CAAB platform was configured to automatically merge, validate, reconcile and allocate fixed line, wireless broadband and mobile costs incurred on supported electronic carrier bills from Telstra, Optus, Vodafone and AAPT.

“With the merging of the fixed lines and mobiles data into one database, and the automatic generation of reports, the CAAB Enterprise system has improved the visibility of expenses per faculty and user whilst significantly reducing the time taken each month by UNSW to achieve more ROI positive outcomes,” said Peter McEwan.

Results

Telecommunications Expense Management Project at UNSW: providing meaningful, accurate billing data from multiple telco services across fixed line, mobiles and wireless broadband.

All components of the system are supported and documented by TSA and NEC to allow the ongoing and efficient integration of the billing solution with third party directory, finance and HR systems.

The ability to automatically generate reports for capacity and cost planning is a critical new forecasting tool in terms of the number of mobile devices to be purchased, and level one support and carrier services needed in upcoming years.

UNSW now on confident footing in relationships with carriers

Telecom carriers invoice the University based on the data collected by their equipment and processed by their billing systems. These can be inaccurate in terms of rates applied, volume of calls and numbers associated to users.

UNSW is now able to cross-correlate data from its PABX with carrier information to accurately identify discrepancies and to claim reimbursements for overcharged invoices.

New services for end user satisfaction

With the merging of the fixed line and mobile data into one database and the automatic generation of invoices, the CAAB system has improved the visibility of expenses per faculty and user.

The self-service web reporting portal allows managers and users to monitor their costs and usage behaviour patterns for all telephony devices.

“By automatically alerting users and managers when a breach in telephony policy has been made, such as long duration, high cost or call count, user behaviours can be changed and costs decreased,” Peter McEwan said.

Connecting with professional partners

TSA Software Solutions is a leader in telecommunication expense management. Its CAAB suite of products has 3,000 customers and TSA currently manages 600,000 devices in Australasia. It is an NEC Global Univerge Development Partner, Cisco Global Technology Developer Program Partner and Microsoft Certified Partner. TSA is a privately owned Australian company established in 1993.

www.caab.net



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