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TOP FIVE REASONS YOU NEED A TEM PROVIDER NOW (LIKE, TODAY.)

1

IT PERSONNEL WAGES AND SALARIES ARE RISING RAPIDLY

In the Robert Half Technology 2015 Salary Guide, Telecom Manager salary ranges are shown to be between $86,000 and $118,500. That's a 5.4% increase over the past year. A telecommunications specialist saw a mean salary increase of 5.6% over last year, with a range between $59,000 and $91,250. Further, Tier 1, Tier 2, and Tier 3 help desk positions all saw increases of over 5%. To

MOBILE APP DEVELOPER
10.2%
SALARY INCREASE

be fair, not every organization has these personnel on staff, so bringing on a TEM is not going to necessarily save you this personnel expense. Most TEMs do however have these personnel on staff. So, if growth is on your horizon, these positions do not necessarily have to be filled. Why is that more important now than it was in the past? Because other IT related salary expense are going up at even higher rates. Need a mobile app developer? Robert Half shows a 10.2% increase from 2014 to 2015. Looking for .Net developer? Those rates just went up by 9% in the past year.

These increases in technical salaries are perfectly in line with the "CFO Sentiment Study" conducted by the CFO Alliance at the end of 2014. Amongst other issues, 90% of surveyed CFOs reported that 2015 would see them spending as much, or more on technology spending in 2015. What constitutes "technology" may vary from one company to the next, but every company is forced to make choices between people and products. Are new systems required or are new people required to manage the existing systems? The heavy lifting within the telecom management space has already been done by existing TEM providers. Software has been written. Auditing procedures have been refined over time. Personnel have been trained, certified, and trained some more. Unless your organization was bored over the past decade and wrote a software package to manage your telecom, there is very little value in going it alone and managing this internally, especially when health care increases are factored in with those rising IT salaries.

2

RAPID TECHNOLOGICAL CHANGES DEMAND A HEIGHTENED LEVEL OF EXPERTISE

According to Cisco (1), by the year 2020, there will be 50 billion devices connected to the Internet, approximately twice as many as there are here in 2015. Let that reality set in for a minute. If you think the changes that have occurred over the first 15 years of the 21st century were difficult to predict, manage, or harness, know that those changes will be but a blip when compared to what's going to happen in the next 5

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years. From connected cars to connected commodes, these devices will be on a network of some sort, networks that demand attention if these connections are going to represent any sort of competitive advantage to your firm. Experienced TEMs have dozens, if not hundreds of clients. These clients represent potential benchmarks for your firm. They represent viable case studies when evaluating new technologies. Think back to when you migrated from TDM to IP based networks. Did the transition go smoothly? Were there unexpected delays or hiccups? Did the technology work exactly the way the carrier explained it would? Did you feel like you were blazing a new trail and were somewhat of a "beta?" Working with TEMs means you avoid much of this angst, because we deal with network conversions every day and that is experience that you simply can't replicate in house because network conversions for single firms take place about once every 36 months. An experienced TEM deals with them daily.
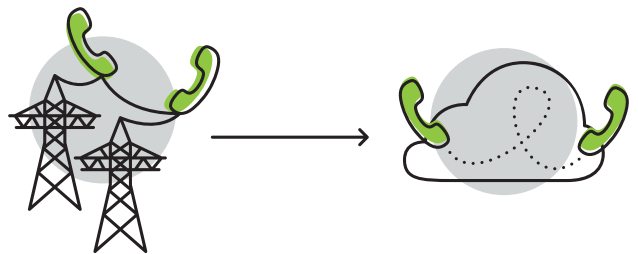
3

CARRIER CHANGES WITH REGARDS TO ACCOUNT MANAGEMENT

Successful companies strive for efficiencies wherever they can be found, and carriers are no different. Organizations need to be mindful of where many of these efficiencies in the current carrier landscape are being discovered though. For example, ATT has been very vocal with its opinion regarding the transition from the PSTN (Public Switched Telephone Network) to an all IP or Internet based network. While ATT and the FCC are not completely in lock step with regards to this transition, ATT's plans to be completely IP based is moving forward (2). While the carrier is obviously touting this as great news for American consumers, there are problems. Some of these problems are technical, and will be worked out in time, such is the issues related to 911 calls and alarm lines.

PSTN (PUBLIC SWITCHED TELEPHONE NETWORK)

TO AN ALL IP OR INTERNET BASED NETWORK

One problem that is not likely to get handled in a way that most customers will appreciate, is the concept of account management. IP networks get managed from centralized "NOCs" or Network Operations Centers. They do not get managed by Account Managers who are actively trying to ensure your network runs the way you need it to. Yes, you will still see an ATT or

(ju vo \ju vō\ verb [Latin]: to help, aid, assist)

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Verizon account manager in the future, but odds are there will be very long intervals between those visits, specifically, one can estimate about 36 months, or whatever the length of your current contract happens to be. If the sight of your ATT Account Manager causes you to break out in hives, perhaps his or her absence will be a good thing, but if you view your network as a strategic asset, you know that upgrades, additions, and refinements are necessary even within that contract term. Having a TEM in place as these Local Exchange Carriers move to IP based networks will ensure that your account gets the attention it needs.

4

GUARANTEED SAVINGS

PERFORMANCE GUARANTEES

As the TEM industry has developed, most TEMs have created mechanisms by which their performance can be validated. Since its inception, Juvo has guaranteed its savings projections due in large part to its experience with dozens of carriers, and knowing precisely the type of dollars that could be saved by taking very specific actions. Many other TEMs have followed suit and whether it's through advanced analytics, or through accounting reconciliations, validating the value of a TEM has never been easier.
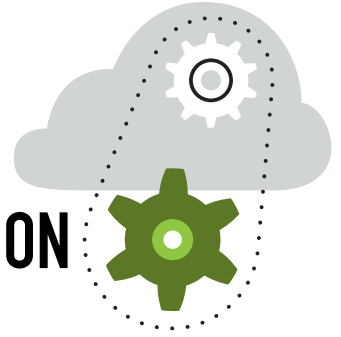
5

SYSTEM INTEGRATION

The platforms and systems by which companies carry out their business today is considerably different than what was used even just a few years ago. From Sales Force to SharePoint, organizations are in the cloud in ways that would have made little sense to someone just 10 years ago. As organizations have gone to the cloud, many have found themselves saying, "is this it, is this all there is to see?" The answer is usually "no, not by a longshot." While getting to the cloud across multiple functional areas might be in and of itself great for disaster recovery and server maintenance, it doesn't make processes inherently better. Getting those systems

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that get moved to the cloud speaking to each other is where operational leaps forward can be gained. Experienced TEMs have been in the integration game for some time. Years ago, this might have just involved an FTP site for data exchange, today, that can mean tying into your HR system so wireless devices can be tracked in real time according to need and usage.

CLOUD INTEGRATION

(1) "The Internet of Things," Cisco Internet Business Solutions Group, http://share.cisco.com/internet-of-things.html.

(2) http://www.attpublicpolicy.com/tag/ip-transition/

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