



# CHOOSING A TELECOM EXPENSE MANAGEMENT FIRM

## PUBLIC OR PRIVATE?

In addition to key elements like corporate culture and empowered employees, your organization seeks operational efficiencies through an entire network of external platforms, providers, products. When it comes to managed service providers, you have an almost endless supply of choices, and finding the match for your organization in terms of Telecom Expense Management means understanding the different flavors that are currently being offered. There are key questions to ask of any provider, and finding the right match often means having an understanding of the differences between the publicly traded companies and those who choose to remain private entities. While publicly traded companies can provide for a level of transparency that can be helpful when investigating them, that heightened level of transparency rarely translates into heightened levels of service.



**(IN)ORGANIC GROWTH**



**IMPLEMENTATION TIMES**



**PATENTS**



**REPORTING**

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

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# (IN)ORGANIC GROWTH

## JUVO TECHNOLOGIES

Growth is good, and considered a by-product of providing great service to existing clients. Juvo has grown organically, so all of the systems being used to manage customer accounts are native, or original to Juvo. This allows for true continuity over time. While our systems are continually upgraded, these upgrades represent logical progressions in our service as opposed to disruptions for our customers.



## PUBLICLY TRADED COMPETITORS

Growth is the priority, and thus sales are far more important than services. While acquisitions make investors and analysts happy, they can be a nightmare when it comes to actually performing the TEM function, because each new acquisition brings new systems, and new systems don't always speak to each other.\*

# IMPLEMENTATION TIMES

## JUVO TECHNOLOGIES

Juvo has a standard 45 day implementation schedule.



## PUBLICLY TRADED COMPETITORS

Historically noted for poor implementation times, occasionally taking as long as a year.\*

# SOFTWARE PATENTS

## JUVO TECHNOLOGIES

While Juvo software is proprietary, the company has never devoted resources to trying to patent telecom management concepts. Sure, our software can do things like identify when current charges don't match a contracted rate, but that's a pretty basic mathematical principal.



## PUBLICLY TRADED COMPETITORS

Puts a premium on patent protection as a means of differentiation, and resources are allocated to fighting for those "patents." Sure, these patents look good for the sake of an IPO, but they do very little for the customer who actually uses the software.

# REPORTING FOR CUSTOMERS VS. THE SEC

## JUVO TECHNOLOGIES

Juvo's accounting team is focused on providing meaningful reporting to our clients, not the SEC. While not publicly traded ourselves, we understand the pressures that our publicly traded clients face, as we've worked for and continue to work with publicly traded companies ourselves.



## PUBLICLY TRADED COMPETITORS

Preparing financial statements for analysts, investors, and the SEC is time consuming and demanding. These obligations often mean that a publicly traded company's most seasoned accounting personnel are internal facing as opposed to customer facing.

\*Blue Hill Chief Research Officer, Hyoun Park, has often criticized one of the largest TEM providers for the problems surrounding inorganic growth and slow implementation times.