



# TEM Health Check Service

Presented by TC2's IT Cost Management Practice



# TEMs make mistakes. TC2 fixes them.

Large Enterprise Buyers are routinely unhappy with their Technology Expense Management (TEM) supplier's performance. TC2's TEM Health Check Service is designed to make things right.



## Are these common TEM pain points familiar?

- Failure to identify and resolve billing errors
- Missed optimization opportunities
- Inaccurate inventory
- Ineffective reporting
- SLA misses
- Poorly tailored SLAs
- Overcharging for TEM services



## TC2's TEM Health Check

- We deploy TEM experts to review your pain points, your TEM supplier's performance and your internal environment and processes.
- We develop a custom Health Check Report with detailed recommendations that address the identified pain points and gaps to TEM best practice and provide a roadmap to achieve best-in-class market standards.

# Our Approach to Resolving Your TEM Challenges

## Evaluate

We delve deep into your specific pain points, gaps, and opportunities for improvement, tailoring our assessment to your unique circumstances.




## Analyze

From platform usage to expense management processes, we leave no stone unturned, providing a detailed analysis of your TEM processes and supplier performance.

## Benchmark

With our industry insights and benchmarking capabilities, we ensure your TEM pricing, SLAs and contract is aligned with best-in-class market standards.

**It's never too late.  
Or too early.**

- + TC2's TEM Health Check** provides benefits at any stage of the TEM relationship lifecycle.
-  **Current TEM underperforming?** Our assessment will identify the key improvement areas plus the roadmap to resolve the shortcomings.
-  **Planning to renew your TEM contract?** Our assessment will arm you with valuable insights to ensure you're getting the best deal.
-  **Considering taking your TEM needs to the market?** Our assessment will help you evaluate your options and make informed decisions.

# Meet TC2's TEM experts.

**We have decades of experience supporting large multinationals with the full lifecycle of TEM services**

- Evaluating our clients' TEM functions
- Supporting our clients in turning around failing TEM performance and relationships
- Delivering full turn-key TEM Request for Proposals
- Negotiating best-in-class TEM contracts
- Leading the implementation of TEM services
- Working in the various TEM platforms and portals to help manage our clients' technology expenses



Tune in to our [podcast channel](#) to hear our experts' guidance on maximizing the value from your TEM services:

- [The Gartner TEM Market Guide Returns](#)
- [Big Changes in the TEM Industry](#)
- [TEM is more important than ever](#)



Has led multiple global TEM RFPs and implementations; expert at turning around failing TEM functions

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Has recovered millions of dollars in supplier billing errors for her clients; expert in using TEM services effectively

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Over 25 years of procurement, financial recovery and TEM sourcing experience

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Over 20 years experience in financial assessments and cost savings analytics

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# TC2 + TEM Health Check Service Successes

## Fortune 100 Defense and Manufacturing Enterprise

- TC2 was engaged to perform a Contract Compliance and Optimization (CCO) review on spend currently managed by a top Gartner-rated TEM company to assess the TEM's performance
- The client was satisfied with the TEM provider's bill processing services, but was not satisfied with the quality of the inventory and reports and suspected that audits were not performed regularly
- TC2 CCO review uncovered over \$5M in missed errors and savings opportunities primarily related to inventory at closed sites, outdated telecom services that were never disconnected and basic billing errors
- Our root cause analysis identified significant TEM process gaps that were direct causes of the missed errors and savings opportunities, including:
  - No process to share site lists (and changes) with the TEM provider
  - No process to provide contract amendments to the TEM provider
  - TEM provider did not proactively request or follow up on these critical missing items
- Subsequently, TC2 was engaged to renegotiate an improved TEM contract with updated scope of work, improved pricing and new SLAs underwritten with penalties for non-performance

## Fortune 250 Global Technology and Manufacturing Enterprise

- TC2 was engaged to perform a financial process review of this enterprise's telecommunications invoice-to-pay cycle to address various issues including:
  - Significant late payment fees were being incurred
  - Payments were regularly misapplied to the wrong invoice
  - The client did not have a central telecom services inventory
- One of our key recommendations from the financial process review was to consider using TEM services to resolve these critical issues
- The client accepted this recommendation and further engaged TC2 to lead their global TEM RFP and negotiate the contract with the winning TEM supplier
- We were then engaged to lead the implementation of the global TEM services in coordination with the TEM supplier and the client, with a particular focus on establishing accurate process controls, reporting and a comprehensive and accurate inventory build
- During the implementation of the TEM services TC2 also identified and realized over \$500K in annualized savings associated with services billing at closed sites

# TC2 + TEM Health Check Service Sample Statement of Work

## Activities

### Proposed Approach

- TC2 will work with you to understand and document the existing pain points in your current TEM services, including gaps, inconsistencies and perceived opportunities for improvement in the processes supported and used by your TEM provider; this will include the following topics:
  - Your use of the TEM provider's platform and services
  - TEM tool configuration (e.g., invoice variance thresholds to trigger deeper billing validations)
  - Current pain points
  - Known process gaps
  - Review of reports provided by your TEM
  - TEM SLAs delivery and savings achieved
  - Regional differences in processes and working practices
  - Expense management processes and practices used today (both formal processes and informal working practices)
  - Variances in processes and practices for large/critical suppliers vs smaller suppliers
- TC2 will provide input on industry best practice and develop a gap analysis compared to the processes and practices in place with your TEM provider
- TC2 will benchmark the contracted TEM rates to the market

### Deliverable:

- The review, activities and analysis described above will be compiled and documented by TC2 in a "TEM Health Check Report" (a management orientated PowerPoint document), that provides specific recommendations to address the identified pain points and gaps to TEM best practice and a roadmap to achieve best-in-class
  - Once the draft TEM Health Check Report has been provided to you, TC2 will review the report with the appropriate stakeholders, and update the report as needed to reflect your input and feedback

### Assumptions:

- The review includes all services in-scope for your TEM provider (wireline, wireless or any other technology services), domestic and global, with or without associated provisioning services
- TC2 will be provided with access to the TEM platform, provided with access to interview the supporting TEM account teams and will be provided with copies of the current TEM contract and any amendments

