

## Alliance Consulting Services

The majority of businesses continue to manage telecommunications as operational overhead - with 90% of all company effort focused on cost reduction and management.



Yet, as businesses strive to gain operational effectiveness, telecommunications services are becoming deeply embedded into core operating processes as a means of gaining efficiencies. The true cost of telecommunications is measured beyond the cost of services. Cost-in-use includes internal management staff, billing errors, downtime of core processes, and opportunity cost.

**Alliance Consulting Services** are unique from traditional consulting models. Our approach is deeply embedded in our management roots. We approach each client opportunity with a philosophy of “design it like we will have to manage it.”

Consequently, we focus on sustainable changes that will improve quality of service and cost-to-manage. Additionally, we deliver tools and insight into the ongoing process. While many firms merely focus on the cost elements (via an audit mentality) or the technology implications (via a platform mentality), Alliance marries the financial, technical, strategic and operating elements into our approach.

Managing telecommunications in today’s environment can not be treated as an event but rather must be managed as a dynamic process. The process must integrate the financial, operational, and strategic needs of the business across all internal stakeholders.

As telecommunications grows in both importance and complexity, companies must develop methodologies and tools to leverage the strategic, operational, and financial value of telecommunications services while recognizing the constraints that face them. Alliance’s balanced approach responds to this important need.

Alliance’s approach is driven to help companies not only address current issues but to prepare for the issues they will face on an ongoing basis. By integrating our technical, administrative, support, and financial skills into a comprehensive approach, Alliance delivers value far beyond one-time cost reductions.

*"Alliance worked diligently analyzing mountains of data, and worked closely with (carriers) to determine the corrections that were required. Their ability to set and meet all the outlined objectives is commendable. They clearly have very good understanding of (carrier) billing practices, and their ability to explain the results to us in clear and concise language made this effort a complete success. Equally commendable is their willingness to follow through on items that were beyond the scope of our contract."*

**Don E. Corcoran**  
**Associate Vice President**  
**Emory University**