

# Vircom Services

## Telecommunications Management Consulting and Advisory Services



**Vircom Services** provides a wide range of telecommunication services to public and private sector organisations. We combine our capability and expertise in telecommunications, technology and consulting to provide a comprehensive range of advisory services to users of telecommunication facilities and services.

### Our Service Philosophy

Our services bring significant benefits to an organisation including:

- **Multi-discipline, specialist skills** - our advisers have up-to-date skills in all areas of telecommunications and management disciplines.
- **Industry and market perspective** - our advisers have extensive experience advising clients in both private and Government enterprises. We bring our broad industry and market experience to bear on every assignment.
- **Independent advice** - as independent advisers, we are able to play an intermediary role and are unbiased and impartial in providing professional advice.
- **Objectivity and neutrality** - we are ideally positioned to act as a facilitator and negotiate on our client's behalf.

Vircom's professional advisers have undertaken telecommunications related assignments in Australia and internationally and bring this capability and experience to its client organisations.

### Our Range Of Services

- **Bill Service Audit.** Organisations continually comment that they have "lost control" of the accounts and services they obtain from their telecommunications supplier and they have no way of validating that the services being charged for are in fact accurate or being provided at all. Many companies accept their monthly account without knowing what their contracted costs or their suppliers service obligations should be. Our consultants can audit the services being charged for by the supplier to ensure that they are in fact valid contracted services, they are appropriate and are being charged at the contracted rate. Many organisations use this service as a preliminary to establishing service and user profiles within OnTrac.
- **Asset Recording.** We can establish and setup an asset register maintaining all details relating to an organisations communication assets from PABX to phones and cable runs. Our asset system enables a client to record and control activities relating to the raising of a purchase order, equipment installation and commissioning, warranty and other guarantees and on going work order management.
- **Carrier Call Charge and Tariff Negotiations.** These usually occur on two levels.
  - To negotiate a refund for carrier overcharges identified during the monthly OnTrac Bill Validation process. This process highlights all call charges, which differ from the contracted tariff rates.



- As part of an overall tariff negotiation with a service provider. Our services cover historic analysis and projection of telephone call usage and the identification of the typical user call profile. Based on this profile, tariff call rates can be negotiated to provide the most cost effective outcome for our clients.
- **Overall Advice and Direction.** On an ongoing basis we can review the results of the OnTrac reporting process to provide cost effective advice on:
  - Telephone usage (fixed line and mobile)
  - Location of devices eg. PABX
  - Alternative carrier services which provide added commercial benefits for cost, capacity etc.
  - The most cost effective purchasing strategy eg. mobile carrier plans
- **Equipment Evaluation and Procurement Management.** The investment in telecommunications equipment can be considerable and in order to make the most effective decisions, future requirements and capacities need to be determined and matched with industry and technical trends and directions. Vircom can assist in this equipment selection process through development of the Request for Proposal, analysis of proposals, making specific recommendations on the preferred supplier, contract negotiations and if required, installation and commissioning management.
- **Retrospective Bill Auditing.** Where substantial overcharging occurs it may be extremely cost effective to historically validate prior tariff charges and carrier billings going back, if necessary, a number of years. In such assignments all historic call data is entered into OnTrac, calls are then recalculated and cost differences identified. The process usually results in settlement negotiations with the supplier for a refund of overpayments.

## Our Consultants

Our consulting services are undertaken by highly professional advisors with wide experience in telecommunications, technology and management consulting. An emphasis is placed on maturity and experience so that our advisors all have extensive telecommunications and consulting experience both in Australia and internationally.

**For more information please contact:**

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