



Telecommunications Expense (Management) and Billing Solution (TEBS) Project

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What is TEBS?

TEBS is a project to replace our current Telecommunications Billing System



Goals

- Retire the legacy applications used to support telecommunications ordering, vendor payment and customer billing
- Procure and implement a modern, integrated, user-friendly Telecommunications Expense Management (TEM) and billing solution



Objectives

- Retain desired legacy functionality
- Include TEM enhancements (asset, expense and usage management)
- Add modern billing capabilities (web-enabled bill presentation, performance and management reporting, etc.)
- Explore feasibility of adapting/expanding the solution to handle other VITA billing



Drivers

- Obsolete system (COBOL, Natural, ADABAS), developed incrementally over 30 years
- Not cost-effective to add needed new functionalities
- Technical staff nearing (or at) retirement; difficult to obtain replacements with the required skills
- Overall agency push to improve internal processes and provide better customer service



Desired Customer Benefits

- Maintain and/or enhance the existing level of service
- Less paper handling: Reduce or eliminate the mailing of paper invoices to customers
- Easier access to bill detail (online, with full drill-down)
- Support for data extracts for customer cost allocations and asset management



Desired Customer Benefits

- On-demand order and payment status tracking
- Enhanced reporting capabilities



Projected Timeline

- Gather requirements – through June
- Issue request for proposals – June-July
- Select vendor and award – 4Q 2013
- Begin implementation – 1Q 2014
- Operation – Mid-2014?



Customer Information/Involvement

- CAM (Bobby Keener) and customer (Beverly Carwile of VDOT – looking for others) representation on project team
- Outreach efforts
 - Website postings; communications to CIO Council, AITRs, and finance and telco coordinators
 - Customer survey for requirements gathering
 - Customer focus group

Under development, more information soon



Q & A

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Appendix: TEM Overview/Components

Telecommunications Expense Management (TEM) is an integrated approach that extends beyond transaction processing to cover all aspects of telecommunications services. It includes:

- Sourcing management (procurement, contract management, etc.)
- Ordering and provisioning and user support /Help Desk.
- Inventory management (assets database, tracking system for moves and changes, links/feeds to accounting systems, etc.).
- Invoice management (accounts payable transaction processing, and accounts payable management system (cost-per-invoice, etc.)). May include a re-billing/charge-back system.
- Usage management (cost management and cost allocation).
- Dispute resolution (credit adjustments, recoveries, short-pay management, and dispute status histories).
- Executive information/decision support (reporting, business intelligence, etc.).