



Virginia Information Technologies Agency

Audit of CoVA Wireless Services

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Webcasts

July 20 and July 21, 2011



Contents *(The same for both webcast)*

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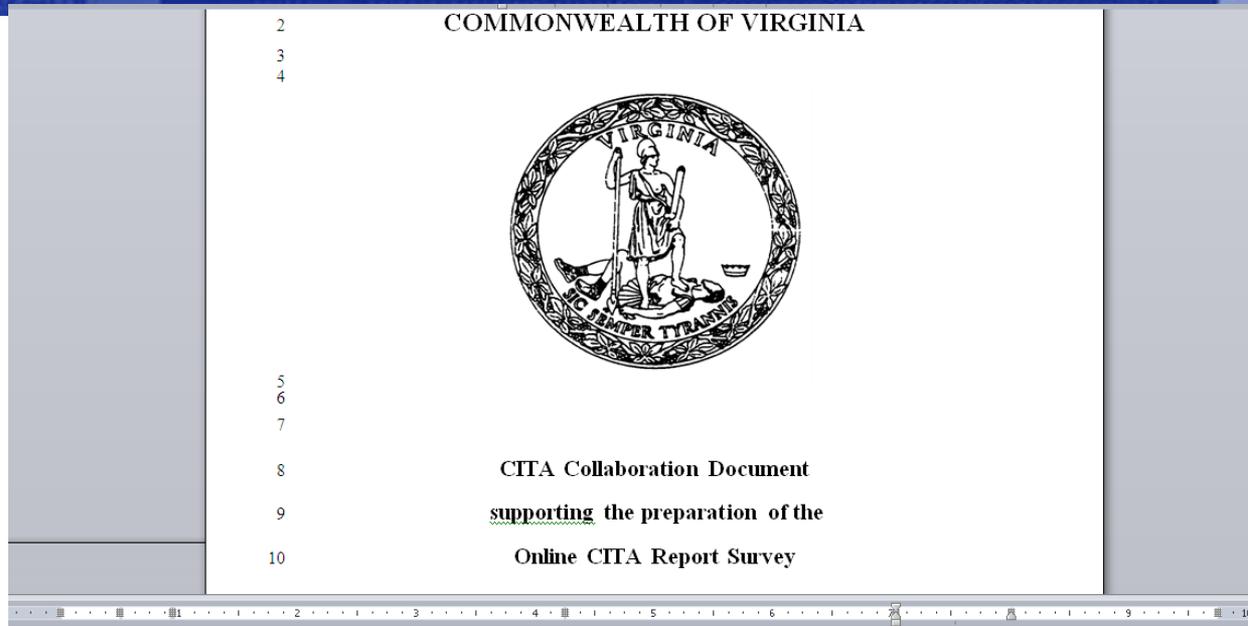


Welcome & Introductions

- Welcome
- Introduction of presenters
- Ground rules for webcast
 - Muting
 - Questions
 - A recording of the meeting will be posted on the VITAttraining.webex.com website. See “Recorded Sessions”

CITA Tie-in

- Wireless audit relates to Task Items MT-1, MT-22
- Use Tangoe net FY 2012 results in the "Findings", "Savings" columns.



ASSESSMENT TASKS				
REVIEW AREA	TASK #	TASK DESCRIPTION	FINDINGS	MAJOR SAVINGS OPPORTUNITIES
				MAJOR >5K NONRECUR OR >20K RECUR SAVINGS OPPORTUNITIES 1-(RANGE: MOST LIKELY TO MAXIMUM, IN \$) 2-(RECURRING OR NON-RECURRING) 3-FACTORS LIMITING MAXIMUM SAVINGS
	MT-1	Assess and implement optimization and cost savings recommendations from statewide cellular audit.		
	MT-2	Convert wireless devices to VITA statewide contracts		



Project Overview

- The goal is for customer localities and agencies to achieve wireless savings from:
 - Reducing the number of un-needed devices (based upon those showing zero usage during the audit).
 - Optimizing wireless plans (switching to lower cost plans within the current carrier).
- For agencies, it also helps comply with the required Comprehensive Information Technology Assessments (CITA)



Project Overview (Cont.)

The audit includes:

- All VITA-managed wireless contracts:
Verizon Wireless, AT&T Mobility, Sprint-Nextel, US Cellular, nTelos Wireless.
- All personal wireless devices:
Phones, smart phones, air cards.

It largely excludes:

- Detailed analysis of features.
- Cross-carrier comparisons.



Project Overview (Cont.)

- Tangoe Inc. hired by VITA to conduct a one-time audit of CoVA cellular services:
 - Leading telecommunications expense management (TEM) vendor.
 - No out-of-pocket expenses to perform historical audit and recommend rate plan optimizations.
 - Tangoe fees based upon savings recovered.
 - Agencies must implement recommended deployment and optimization changes to realize savings.



Project Overview (Cont.)

- Our purpose in giving this webcast is to alert you to what is coming, and to answer some of your general questions.
- More detailed information will be made available:
 - In the instructions that will accompany your organization's Audit Findings report.
 - On the CITA website.



Customer Review Process

- Customer-specific audit findings and recommendations (in the form of a spreadsheet and detailed instructions) will be mailed out to AITRs shortly.
- When you receive the audit findings, please do the following:
 1. Forward it to those persons in your organization responsible for approving and implementing telecommunications changes (and, for agencies, staff responsible for CITA reporting).



Customer Review Process (Cont.)

2. Decide if you'd like a teleconference with Tangoe. If so, we recommend contacting them as soon as possible to schedule the meeting.
3. Examine the data for accuracy, and make allowances for changes you may have made since May that won't be reflected in the report.
4. Determine which of Tangoe's recommendations your organization will implement.
5. Also decide upon any other wireless changes you may wish to make.



Customer Review Process (Cont.)

6. Enter your decisions on the spreadsheet, and prepare one or more Telecommunications Service Requests (TSRs).
7. Submit the TSRs and spreadsheets.
8. Check to make sure you receive an e-mail confirmation when your TSR becomes an OGTS (carrier work order).
9. For agencies, enter your projected net FY 2012 savings from accepting Tangoe's recommendations, plus any other wireless savings, in the CITA report form by Sept 1.



Calculation of Tangoe's Fee

Example: You accept a Tangoe recommendation with a monthly savings of \$100.00:

\$100.00 Savings Per Month

X 12 Months

\$1200 Annual Savings

X .195 Tangoe Fee %

\$234.00 One-time Tangoe Fee



Calculation of CITA FY 2012 Savings

Example (Cont.): The TSR is submitted September 1, and takes effect 60 days later:

\$100.00 Savings Per Month
<u>X 8 Months (November-June)</u>
\$800.00 Gross FY 2012 Savings
<u>-\$234.00 One-time Tangoe Fee</u>
\$566.00 Net FY 2012 Savings*

* CITA reportable



Tangoe VITA Wireless Optimization

July 21, 2011

Tangoe Process: Optimization

- Analyze January-March 2011 carrier e-billing in conjunction with May 2011 VITA inventory data
- Create Baseline using three months of billing data
 - Summarize usage and spending by line of service
- Identify zero-use lines
- Determine optimal access plan for each user
 - Consider all plans options: Local, National, Pooled, Etc.
- Determine optimal feature set for each user
- Identify unnecessary features such as:
 - Equipment Insurance, Roadside Assistance, Games, Etc
- Summarize findings in Actionable Report for each customer

Tangoe Process: Customer Meetings

- Tangoe and VITA will be available to review the analysis with any individual customer agency or locality that requests a meeting
- Provides an opportunity for Tangoe to clarify the details of its analysis and for customers to communicate any unique business requirements
- Tangoe's availability is Monday-Friday from 8:00AM-5:00PM EST.
- For questions about the audit findings and recommendations, or to request a meeting, please contact:
 - To: Michael.Niziolek@Tangoe.com
 - Cc: Eric.Weitz@Tangoe.com

Tangoe Process: Optimization Analysis

- Tangoe Analysis is in Excel format containing both *Informational* and *Actionable* Worksheets
- Informational Worksheets:
 - Instructions
 - Inventory Summary
 - Features List
 - Savings Tracker
- Actionable Worksheets (Space for customer feedback):
 - Zero Use
 - VZN Voice Opt
 - ATT Voice Opt
 - ATT Pool
 - Sprint Voice Opt
 - VZN Text Opt
 - US Cellular Voice Opt

Sample Customer Wireless Audit Findings & Recommendations (See Spreadsheet)

TCS PROCESS FOR SUBMITTING CoVA WIRELESS AUDIT TELECOMMUNICATIONS SERVICE REQUESTS (TSRs)

The TSR process is the same except:

1. To implement any of Tangoe's recommendations that are accepted by your agency or locality, you will need to submit a Telecommunications Service Request (TSR) form for each wireless carrier, just as you normally would, but with the changes described below.
2. On the TSR, use the code "**Tangoe**" as the first word in the "*Service Request as follows section*", and make sure you have added an agency log number.
3. Submit both a TSR and reference an accompanying spreadsheet (which will be a copy of the Audit Findings report, marked to indicate which recommendations you have accepted – see step 5).
4. Identify the TSR and the spreadsheet with the same log number (the instructions that will accompany the Audit Findings report will indicate where and how to do this).

The TSR process is the same except:

5. On the accompanying spreadsheet:
 - For all of the actionable worksheet tabs, find the column for “Customer Decision” (shaded in green) .
 - For each line, indicate acceptance of Tangoe’s recommendation by entering in the same agency log number in the appropriate cells.
6. Submit the spreadsheet to the TCS mailbox: tcs@vita.virginia.gov
7. Note: If you later accept and decide to implement additional recommendations from Tangoe, submit another TSR (and another copy of the spreadsheet) with a new agency log number, and enter the new agency log number in the cells for the line-changes that you are now requesting.

Again, the instructions that accompany the spreadsheet will provide more detail.

Processing Time

TCS will process the requests as soon as possible.

You will receive a confirming copy of the OGTS (carrier work request), just as you normally would.

Due to the anticipated large volume of changes, it may take up to 60 days for you to see changes on your bill

For any TSR-related questions, please contact:

Pamela Wood-Henry – pamela.wood-henry@vita.virginia.gov 804-416-6938

Linda Brown – Linda.Brown@vita.virginia.gov 804-416-7214

Stephanie Johnson – Stephanie.Johnson@vita.virginia.gov 804-416-6395

You may also send questions to the TCS Mailbox:

TCS@vita.virginia.gov



Wrap-up & Questions

- Your audit report spreadsheet and instructions will be e-mailed to you in the next couple of weeks.
- Please alert the persons who will be responsible for approving and requesting changes; and, for agencies, CITA reporting.
- A recording of this webcast will be on the website: VITAttraining.webex.com



Contact Information

- For questions of **Tangoe** about the audit findings and recommendations, or to request a meeting:
 - To: Michael.Niziolek@Tangoe.com
 - Cc: Eric.Weitz@Tangoe.com
- For questions about the **TSR process:**
Contact the TCS staff listed above, or e-mail: TCS@vita.virginia.gov
- For questions about **CITA reporting:**
Matt.gill@vita.virginia.gov
- For general questions about the **Wireless Audit project:**
John.sheldon@vita.virginia.gov (804) 416-6120
You may also contact your VITA Customer Account Manager



Wrap-up & Questions

Thank you very much!

Any questions?