Bruin
Communications Management Platform

Telecom accounts for 20% of IT spend, and is among the top 5 business expenses.
Source: Gartner 2013

Gain access to a remarkable communications management platform, unsurpassed in usability, functionality and vision. Our cloud-based platform enables users to securely and efficiently manage end-to-end communications needs while identifying inflated costs, cutting labor and improving workflow. Bruin provides an unparalleled measure of actionable data, state-of-the-art business intelligence, and account customization. The platform also offers an incredibly universal, yet user-centric experience that is crucial to productivity throughout all industries, departments and ranks. Start making more strategic decisions and find out how organizations save millions of dollars annually with MetTel's Bruin platform.

Features

Customizable Settings
· Line of approval defined for service procurement and decommissioning
· Configuration based on organization's unique structure and hierarchy
· API ready integration with clients' AP systems
· Payment by cost center, GL code, and other client defined variables
· Hierarchy defined for activity and visibility restrictions
· Dynamic views based on user interests

Help Desk
· Service procurement, decommissioning, and troubleshooting
· Trouble ticket placement and tracking
· Service related insights and alerts

Invoice Management
· Customization for cost coding and allocation based on organization's AP systems
· Filter by time span, location, vendor, hierarchy, charge type, and billing account
· Payment processing through platform with optional single pay
· Flag delinquencies, suspicious charges, unusual spending patterns, and client defined variables
· Proactive invoice monitoring for delinquency avoidance and budget maintenance
· Consolidation of invoices across multiple carriers

Key Benefits

Organize & Accomplish
With automated invoice processing and centralized access to company-wide assets and support, your data is made more reliable, comprehensive and manageable.

Stay Informed
Dashboards, reporting, drillable grids and alerts keep data visible, relevant, digestible and there when you need it.

Get Strategic & Achieve Savings
Make better, more informed decisions with insights into budgeting, forecasts, variances, spend and usage for enhanced predictability and significant savings. Recover and avoid extraneous costs with reduced labor, spend analysis, budgeting, invoice flags, and alerts.

Set Your Goals
Define business rules and customize settings for a user centric experience that targets personal goals along with those of your organization.

For more information, contact your MetTel agent, **sales@mettel.net**, visit **www.mettel.net** or call **1 (877) 963-8663**.

MetTel®

Additional Features

Asset Management
· Centralized locations, accounts, equipment databases, new services, employees, and users Inventory and line level views of database
· Site access, management, data storage, and schedule maintenance

Contract Management
· Contracts and documents are kept organized and accessible
· All vendor contracts are available to view and download

Billing History
· BI for insights into spending patterns, budgeting, and forecasts
· Filterable grids by locations, billing account number, vendor, hierarchy, service type, and charge type
· Data drillable down to line level detail
· Recorded variances based on spend history and clientdefined parameters

Reports
· Standard and custom reports
· Delivery method by client preferences
· Recorded variances, usage, spend, and ticket activity

New Orders
· Smooth and intuitive e-commerce experience
· Orders placed are validated against existing MetTel contracts to deliver instant quotes
· Orders placed outside of MetTel services are quoted based upon most competitive vendor pricing
· BYOD plans available for selection
· Cold stock devices available for purchase without plans
· Simple checkout system enables pre-approved users to instantly place orders with cost thresholds
· Approval requests and admin alerts are initiated upon checkout from undefined users
· Extensive portfolio of products and services are available including T1, POTS, and mobile services and devices
· Immediate order confirmation and follow up notifications are sent to keep users informed of order statuses
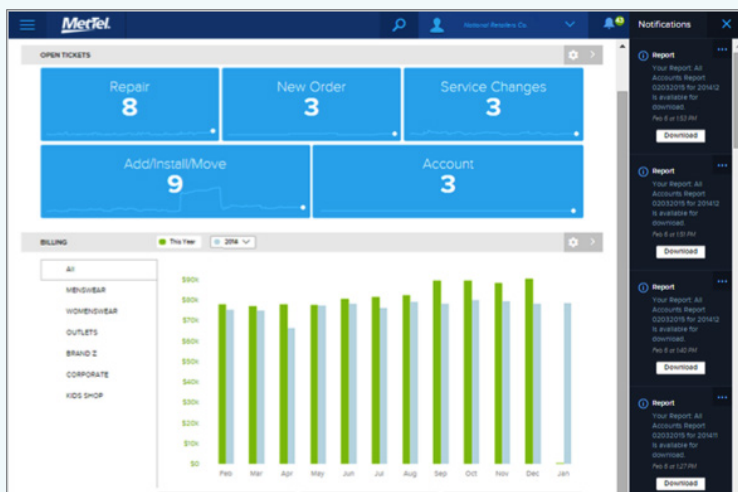
CASE STUDY

U.S. Federal Executive Department

Challenges
A federal executive department approached MetTel to facilitate its government-mandated effort in reducing costs, while improving sustainability and operational efficiencies. The customer was overloaded with uneconomical and labor intensive billing operations, running its telecom invoicing through a massive, on-premise data infrastructure that was overly complicated and insufficient. The result was a significant annual cost, near $2 million, due to erroneous fees, invoice charges and inefficiencies including:
· Old systems for invoice management
· Inconsistent data imports
· 10,954 unique billing accounts
· 692 vendors with varied invoice structures
· 168,347 invoices annually
· Erroneous payments due to overwhelming processes and invoice tracking
· Complex hierarchy and cost center structures required high levels of customization
· Migration needed to be completed within a short time span

Bruin Solution
With customized coding for hierarchy and billing structures, uniform invoice uploads through MetTel's Bruin platform, and imported asset data, the customer:
· Achieved consistency in data with detailed and uniform invoice structures
· Improved functionality in invoice management, procurement and IT support
· Improved information security and workflow within the agency thanks to multi-tiered permission settings with visibility set exclusively to limited ranks and departments
· Attained an enhanced view of their asset distribution, spend and usage via BI tools
· Converted 7,678 paper bills to electronic format
· Consolidated 19,500 service accounts

Results
After migrating 80% of the customer's accounts through MetTel's platform within four months, the government department achieved nearly $8 million in savings within the first two years.

MetTel