working in partnership

Crown Commercial Service

CALERO

Technology Expense Management

- helping you control and track your telecom and IT estate to reduce costs and improve business intelligence

reduce costs

save time

drive efficiencies

analyse and gain insight

Why work with us

Our Technology Expense Management (TEM) framework addresses the challenge that many public sector buyers face of managing complex IT and telecom estates, enabling you to reduce costs, save time and drive efficiencies. By managing contracts, bill payment, inventory assets and invoices, TEM improves business intelligence helping you optimise your technology estate.

Whatever your need, we've got it covered. Choose CCS and benefit from:

Direct award - easy to use single supplier agreement

Innovative cloud-based service - featuring a range of reports available to track spend, providing actionable insight to identify opportunities for efficiencies and simplify processes

Dispersed estate? - build an up-to-date inventory and proactively manage this through the service

Peace of mind - rigorous tender process and appointment of a leading supplier with Cyber Essentials Plus certification. Financially checked prior to service delivery. CCS actively manages the supplier to ensure customer satisfaction and security of data.

Great value - range of pricing models. TEM has been shown to deliver telecom and IT savings of circa 20% in the first year.

Flexibility and choice - services to suit the size and complexity of your telecoms and IT estate allowing you to tailor the call-off to your organisation's needs

What's on offer

Our Technology Expense Management framework (RM3802) offers 7 services from a supplier recognised in Gartner's 2018 Market Guide for global TEM services.

1. **Primary Service (TEM):** regular analysis and reporting of your spend on telecoms and technology services, tariffs and usage. The service will create an accurate inventory of your telecoms and technology estate. Having accurate and up-to-date information at your fingertips will help you to drive efficiencies, leverage savings, perform benchmarking activities and develop better buying strategies. The service is provided via a secure digital platform accessed through an online portal.

Services 2, 3 and 4 can only be taken if the Primary Service is used.

2. **Contact Services:** a professional service to assist with verifying and correcting customer records. End users will be contacted to confirm status of device. Inaccuracies will be corrected and an accurate inventory built.

3. **Personal Cost Management:** a service which allows end users to mark frequently used numbers or services to simplify future verification.

4. **Tactical Provisioning/Ordering:** a service to facilitate the placing and completion of orders for services or equipment from existing contracts and create an accurate recording of devices on an inventory and online portal.

Stand alone services:

5. **Historical Billing Audit:** a service to review historic telecoms and other technology billing data to identify any non-compliance with the contractual terms and usage.

6. **Physical Audit:** a service to help with the construction and checking/updating of inventories.

7. **Snapshot:** a high level one-off audit of billing data to identify opportunities to avoid costs.

Why wait? Let us help you take control of your technology expense management

If you would like to find out more about making CCS your go-to provider for all your technology expense management needs, please get in touch:

🌐 https://ccsheretohelp.uk/products-services/technology/networks/

✉ info@crowncommercial.gov.uk

📞 0345 410 2222

We also share regular news and updates on Twitter and LinkedIn:

🐦 @gov_procurement

in Crown Commercial Service