

CLEC Saves Thousands of Dollars Per Month Leveraging State of the Art Analytical Tools

BUSINESS CHALLENGE

McGraw Communications, a leading national CLEC, receives a voluminous amount of invoices in a variety of different media and layouts. The task of managing all of this was increasingly difficult to handle in-house. These invoices needed to be rationalized and reconciled with growing volumes of usage transactions, order and inventory records and contract and enterprise data, which are often in disparate formats, making it very difficult to match up and validate. McGraw Communications needed tools to effectively manage costs, especially during this time of rapid growth.

THE VERTEK SOLUTION

To address these issues, McGraw selected Vertek's Financial Assurance offering, a hosted data management platform offering state-of-the-art analytical tools specifically engineered to acquire, validate and reconcile the accuracy of communications service providers' monthly operating costs and revenues, all at a low fixed monthly fee, without CAPEX or integration expenses.

Designed to help growing integrated service providers such as CLECs, ISPs and resellers, Vertek's Financial Assurance addresses their needs for tight control of costs and vendor invoice administration, revenue assurance, product profitability and margin analysis.

Vertek has taken over McGraw's back-office carrier invoice processing. Vertek gathers hundreds of carrier invoices in paper or electronic form, and normalizes them into a single database that is accessible to McGraw analysts and executives from a web portal. In addition to consolidating the cost of goods sold, Vertek compares that information to McGraw's end-user billing data to offer them a detailed view of the profitability of every customer down to the call record level.

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NET RESULT

“Our use of Vertek Financial Assurance has resulted in significant cost savings by assuring that our underlying carriers are billing us correctly,” said Barbara Dunn, CFO of McGraw Communications. “The VFA program has allowed us to consolidate all of the carrier invoices and bill detail that we receive in a variety of different electronic and paper formats into one automated, online format. This enables us to review and validate all inputs, enhance revenue assurance and perform detailed margin analysis by customer and product.”

“Our relationship with Vertek over the past year has been a win-win situation for us both.”

McGraw can now just run reports to see variants in bills expediting time to action. Ongoing expected savings are simply attained from not having to manage the process, and from capitalizing on the Financial Assurance solution’s detailed financial performance and business information reporting. This makes it much easier to identify onetime charges, billing anomalies and prevent future billing discrepancies.

McGraw estimates their monthly savings from using Vertek’s Financial Assurance to be in the range of thousands of dollars per month. Vertek’s has removed the considerable time and resources required for McGraw to administer and process vendor invoicing and operating costs and gives the service provider access to the most meaningful exceptions and analysis of financial performance. Clients like McGraw see great potential benefits of extending Vertek’s Financial Assurance to analyze, report and compare actual profitability performance by individual product offers, market locations and sales channels.

This type of genuine business intelligence provides service providers a unique understanding of the key drivers impacting their growth and the ability to more effectively manage the business.

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ABOUT MCGRAW COMMUNICATIONS

Since 1996, McGraw has operated on the fundamental belief that communications are supposed to facilitate business. That's why we offer an optimum blend of services and manage them efficiently so you can focus on what you do best. Of course, our business solutions wouldn't be worth much if we didn't back them up with accessible, dedicated support. Customer support is one of the most important parts of any business – and ours is the best you'll find.

McGraw Communications Inc., is a private, profitable, full-service voice and data telecommunications provider – serving the business community. McGraw provides a full suite of customized voice, data & IP products and services globally.

For more information on McGraw Communications, visit:
www.mcgrawcom.net

ABOUT VERTEK, INC.

Vertek Corporation, founded in 1988, is a leading provider of end to end business process outsourcing, business consulting, and managed business assurance offerings that allow communication providers to reduce costs, improve customer experiences, grow revenue, and ultimately improve profitability.

Vertek specializes in Business Assurance, Financial Assurance and Partnership Assurance, Network Migration, Complex Order Management and Provisioning, Contract Management, and Process Design & Optimization. As an independent professional services company, Vertek combines extensive telecommunications expertise in both legacy and next generation environments with leading edge information technology to immediately deliver significant value as an extension of the client team.

Located in Chatham, NJ and Colchester, VT, Vertek also provides communications service providers with flexible outsourced managed services that are highly customer focused and less expensive to deploy and operate than anything that could be accomplished internally.

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