



Control. Performance. Results

ADCI, a leading Mobile Satellite Services (MSS) provider, wanted to reduce costs and needed a way to monitor and control data usage across hundreds of field-deployed satellite terminals.

CASE STUDY

CUSTOMER

ADCI

SOLUTION

TELECOM EXPENSE MANAGEMENT (TEM)
FOR SATELLITE COMMUNICATIONS

CUSTOMER REQUIREMENTS

ADCI was experiencing significant increases in the company's overall satellite communications costs as a result of expensive data transmissions from certain terminals. ADCI needed to control costs and minimize future financial exposure by tracking data usage on its field-deployed satellite terminals. ADCI required daily exception reporting across hundreds of terminals on a 7x24 basis.

SOLUTION DESCRIPTION

Vision provided a customized Telecom Expense Management (TEM) solution to identify all satellite terminals generating costly data usage. Vision worked closely with ADCI's satellite communications provider to obtain, load, and map usage and billing information into a normalized report format for ADCI's management. Vision designed and developed customized reports to alert ADCI to problem areas, including 256Kbps and ISDN data transmissions. Reports identifying which terminals were incurring costly usage were sent to ADCI on a daily basis. Vision's solution was additionally integrated with voice auto-dialers to ensure ADCI's management received immediate notification of exceptions on weekends and holidays.

RESULTS ACHIEVED

ADCI has realized the following benefits by utilizing Vision's custom TEM solution:

- Reduced annual satellite communications costs by \$420,000
- Achieved daily insight into costly data and ISDN transmissions
- Saved time and reallocated internal staff required for cost containment
- Increased operational efficiency by deploying standardized process for exception management
- Fail-safe, proactive notification on weekends and holidays via voice integration

"Vision's solution... helped ADCI reduce our annual satellite telecommunication expenditures by \$420,000 annually."

– Birol Tuncer, ADCI General Manager

"Vision's ability to quickly develop a custom solution designed to address ADCI's unique requirements proved invaluable!"

– Birol Tuncer, ADCI General Manager