TELLENNIUM LAUNCHES CLIENT BONUS PROGRAM

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When it comes to telecom and mobility management, each vendor approaches the practice a little differently. Tellennium Inc. strives to go beyond "a little" different to "very" different, and a recent major enhancement for enterprise clients is helping the company to further set itself apart.

Founded in 1999, Tellennium is no stranger to telecom, mobility and technology management. The vendor built its own platform – Tellennium's Integrated Management System (TIMS™), which it has continually enhanced over the years. That cloud-based system correlates detailed inventory information to charges, changes, contracts, invoices and GL coding allocations. This allows users to process and pay invoices, manage circuits and services, and track usage, changes, contracts and charges. Along the way, TIMS uses artificial intelligence to monitor for any discrepancies so the enterprise's telecom/mobility/IT management department may act quickly when needed (or Tellennium may act on behalf of clients using its fully managed services).

Importantly, Tellennium models itself as a consultancy, and this gives the company the freedom to recommend the best technologies and providers for its customers. Beginning in late 2018, Tellennium announced it will operate as an agent for more than 70 different carrier service providers and vendors, which means something unique for new Tellennium clients. Tellennium is announcing at APTMP 2019 the rollout of its new Client Bonus Program.

What is the Client Bonus Program?
As an agent for carrier service providers and other vendors, Tellennium is now eligible and will receive commissions, bonuses and residual payments for selling those brands. However, Tellennium is not keeping the extra funds for itself.

"We are passing 100 percent of those commissions, bonuses and residuals directly to our clients as additional savings to their organization," said Greg McIntyre, founder and CEO of Tellennium.

Customers may choose to receive that money as a credit, or in the form of a check every month. And the program applies for as long as an enterprise remains a Tellennium client.

"The Client Bonus Program is a real game changer" McIntyre added. **"Those residuals and bonuses that would normally go to a sales group or agency go directly to the customer as savings, and should more than offset any of our TEM fees."**

In addition to having more money on the bottom line or for desired projects, Tellennium's clients gain other benefits from the Client Bonus Program as well. First, the program cuts down on the number of people and organizations the client has to deal with on its own. Instead, the enterprise works directly with its Tellennium account manager. **"And they know that person is looking out for their best interests,"** McIntyre said.

Second, because Tellennium is responsible for all billing accuracy, not only does this take some heavy lifting off the customer, it gives Tellennium greater visibility into the customer's environment and decisions. This allows the vendor to offer even more insight and direction. As an example, just because a customer could save some money month-to-month by switching its mobility services to a new carrier, that doesn't necessarily make for the ideal solution. Because the Client Bonus Program tightens Tellennium's relationship with its clients, the company is positioned to better understand and pinpoint when a shift between carriers may not work as intended.

"You might have 5,000 lines you are switching, but there are potential termination fees and service and billing issues that go along with those changes," McIntyre said. **"The savings may not be worth the hassle. Even though the residuals and bonuses on the surface seem attractive, we may recommend they stay with their current provider. Our new program will take client needs on a case-by-case basis."**

AOTMP Research & Advisory finds this perspective refreshing. Too many vendors steer customers toward solutions that may benefit themselves more than the client. Tellennium does not do this and, in fact, offers a somewhat unprecedented satisfaction guarantee: if an enterprise that has signed a multiyear agreement with Tellennium is ever unhappy with the company, the customer may leave with no penalty.

The Client Bonus Program, combined with Tellennium's proficiency, has the capability to greatly impact an enterprise's telecom/mobility/IT management operations.

The vendor offers a range of professional consulting services, including:

> Technology Analysis, Solution Assessment,
  Design and Optimization
> Network and Application Design
> Expense Analysis
> Customer Service Metrics Analysis
> Vendor and Contract Negotiations
> Project Management
> Staff Augmentation of Internal Teams

These services, along with Tellennium's fully managed services, free the enterprise and their people to focus on strategic projects and objectives, reducing overhead along the way. In fact, the efficiency and productivity Tellennium helps clients create "probably saves more in soft dollars than the hard dollars of telecom expense management," McIntyre said.

Meet Tellennium at AOTMP 2019
With all that in mind, Louisville-based Tellennium is treating AOTMP 2019 as its coming out party to the enterprise.

"We're hoping to set ourselves apart a bit and for companies to get to know us," McIntyre said. "We haven't done a lot of marketing and public relations, and we're not out there buying companies. We've been quietly and organically growing every year, having made INC Magazine's list of fastest growing companies in the U.S. for 11 years in a row."

"Internal expertise at Tellennium averages 25 years," McIntyre said. McIntyre himself has been in the telecom industry more than 35 years and at Tellennium's helm from the beginning. This knowledge and longevity speak to the company's desire to provide guidance and stability for enterprises, and McIntyre agrees.

"We're not out to build a business to sell it, to create an IPO and so on," McIntyre said. "We're just a bunch of highly experienced consultants with some great tools who want to solve problems within an enterprise."

About Tellennium

Tellennium provides Enterprise Technology Management, Wireless Mobile Management Services, Telecom Expense Management, Staff Augmentation and Objective Consulting to organizations in healthcare, technology, manufacturing, hospitality, finance and professional services. For more information, visit tellennium.com.

ABOUT THE AUTHOR

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Kelly Teal authors many of AOTMP Research & Advisory's reports, from Analyst Perspectives and Market Landscapes to vendor whitepapers, Anatomy of a Decision insights and more. Thanks to a background diverse in technology journalism, Kelly is able to write with versatility across AOTMP Research & Advisory's practice areas. This has cultivated a skillset that allows her to speak to the range of issues enterprises and vendors face amid the ever-changing telecom, mobility and IT management climate.

ABOUT AOTMP® RESEARCH & ADVISORY

AOTMP® Research & Advisory support enterprise and vendor telecom, mobility and technology management initiatives and objectives with actionable data and insight. To that end, AOTMP® Research & Advisory focuses on the management of multiple practice areas, including IoT, cybersecurity, enterprise mobility, telecom expense, mobile application development, BI/data analytics, enterprise telecom/mobility/technology environments, telecom/mobility/technology ecosystem and IT services.

Enterprises take advantage of AOTMP® Research & Advisory's targeted research, analysis and advisory services to boost telecom/mobility/technology management efficiency, performance and productivity. This brings greater value and impact to the overall business – including reducing costs. For vendors that impact the performance, productivity and efficiency of an enterprise's telecom, mobility or technology environment, following AOTMP® Research & Advisory's proven approach leads to higher revenue, more market share, competitive differentiation and happier customers.

One key distinction about AOTMP® Research & Advisory stems from our extensive reach and relationships with telecom, mobility and technology management business professionals. Thanks to a variety of sources and advanced statistical methods, we extract information from end users that helps enterprises measure themselves against their peers and gives vendors unprecedented views into their clients' and prospects' business pains and goals.

Overall, AOTMP Research & Advisory sets the standard for telecom/mobility/technology management expertise, guiding enterprises and vendors alike to positive, measurable outcomes.

ABOUT AOTMP®

Telecom/Mobility/IT Management Best Practices and Industry Standards

AOTMP® is a leading global information, services and advisory firm for next generation Telecom/Mobility/IT Management best practices and industry standards for organizations and the vendors who support them. Best practices cover network services, carrier services, mobility and IoT solutions, cloud solutions, software, hardware, and emerging technologies that impact the performance and business value of technology. Using information, data and compiled analytics from thousands of enterprise environments worldwide, AOTMP® solutions help enterprises drive performance, efficiency and productivity while significantly reducing costs and help vendors provide a new level of value to their customers. AOTMP's solutions are based on its patented Efficiency First® Framework methodology and are the foundation for Telecom/Mobility/IT Management Centers of Excellence being built across the globe.

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