ENTERPRISE FRAMEWORK · TELECOM & CLOUD COST MANAGEMENT

Cloud Cost Optimization Checklist

A practical self-assessment for telecom, cloud, and SaaS spend control

TELLENNIUM
Enterprise Expense Management

Enterprise telecom and cloud costs typically accumulate through gaps in visibility, invoice accuracy, usage alignment, contract governance, and service lifecycle control. Use this diagnostic to quickly assess where your current process is solid and where stronger controls may be needed.

HOW TO USE THIS CHECKLIST

Yes
Process is in place and working consistently

Partial
Exists but inconsistent or incomplete

No
Missing or mostly reactive

ASSESSMENT AREAS

#	Area	Assessment Question	Yes	Partial	No
01	**Spend Visibility**	Do you have a centralized view of telecom, cloud, SaaS, UCaaS, CCaaS, mobility, and connectivity costs across vendors and teams?	☐	☐	☐
02	**Detailed Inventory**	Can you match each active service to details such as circuit ID, service type, speed, size, features, location, owner, and cost center?	☐	☐	☐
03	**Invoice Validation**	Do you regularly validate invoices against contracted rates, active inventory, expected charges, discounts, credits, taxes, and surcharges?	☐	☐	☐
04	**Billing Exceptions**	Can your team quickly identify duplicate charges, unauthorized charges, billing after disconnect, hidden fees, or unexpected feature charges?	☐	☐	☐
05	**Lifecycle Control**	Are services tracked from order through change, renewal, and disconnect -- rather than only at the time of purchase?	☐	☐	☐
06	**Missed Disconnects**	Can you confirm that services tied to closed offices, completed projects, former employees, or replaced platforms have stopped billing?	☐	☐	☐
07	**Usage Alignment**	Do you regularly compare usage against capacity, licenses, rate plans, features, and service levels to find underused or overprovisioned services?	☐	☐	☐
08	**Contract Fit**	Are contract terms, pricing, discounts, minimums, and auto-renewals reviewed against current usage and business need before renewal?	☐	☐	☐
09	**Ownership**	Does every service have a clear business owner, technical owner, cost center, and renewal owner?	☐	☐	☐

#	Area	Assessment Question	Yes	Partial	No
10	**Ongoing Optimization**	Do you have a recurring process for reviewing inventory, invoices, usage, contracts, renewals, and vendor accountability together?	☐	☐	☐

SCORING GUIDANCE

MOSTLY "YES"

Priority: Sustain and monitor.

A strong foundation is in place. Keep inventory current, sustain invoice validation, monitor usage, and act early on renewals.

MOSTLY "PARTIAL"

Priority: Close the gaps.

Important controls exist but gaps may still be creating recurring waste. Improve inventory accuracy, strengthen lifecycle tracking, and make optimization more consistent.

MOSTLY "NO"

Priority: Rebuild visibility first.

The current process is likely too reactive. Biggest risks: poor visibility, billing errors, missed disconnects, underused services, renewal surprises, and weak ownership.

FIVE WARNING SIGNS YOUR PROCESS NEEDS ATTENTION

- ■ No one can quickly explain what services are active, who owns them, and why they are still needed.
- ■ Invoices are being paid, but charges are not consistently validated against contracts and inventory.
- ■ Services continue billing after offices close, projects end, users leave, or platforms change.
- ■ Usage has changed, but rate plans, licenses, capacity, or contract terms have not been reviewed.
- ■ Renewals are discovered too late to support meaningful review, renegotiation, or vendor consolidation.

Suggested Next Step

If this diagnostic exposes weak spots, start with a focused review of inventory accuracy, invoice validation, service ownership, usage alignment, contract terms, and upcoming renewals. Prioritize the vendors, services, and cost centers with the highest spend or the least visibility.

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