CUATEL2021 – Procurement Lifecycle Document Panel 3 (Billing Management Solutions)

Smartbill Pty Ltd

Smartbill Pty Ltd (Smartbill) Details

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Contact information

    General enquiries

Smartbill Pty Ltd ("Smartbill")

ABN: 49 118 150 619

ACN: 118 150 619

Contact information

Peter Gibson - Primary Contact

Senior Service Manager

Phone: 1300 880 575

Mobile: 0410 536 006

Email: peter.gibson@smartbill.com.au

Yvette Simunic - Secondary Contact

Account Manager

Phone: 1300 880 575

Mobile: 0488 967 788

Email: yvette.simunic@smartbill.com.au

Team Email Address : Financetemsupport@smartbill.com.au

Business Hours:

9:00am to 5:30pm Monday to Friday (Excluding Public Holidays)

Orders Via:

Smartbill Order Form

Help Desk Enquiries:

Financetemsupport@smartbill.com.au
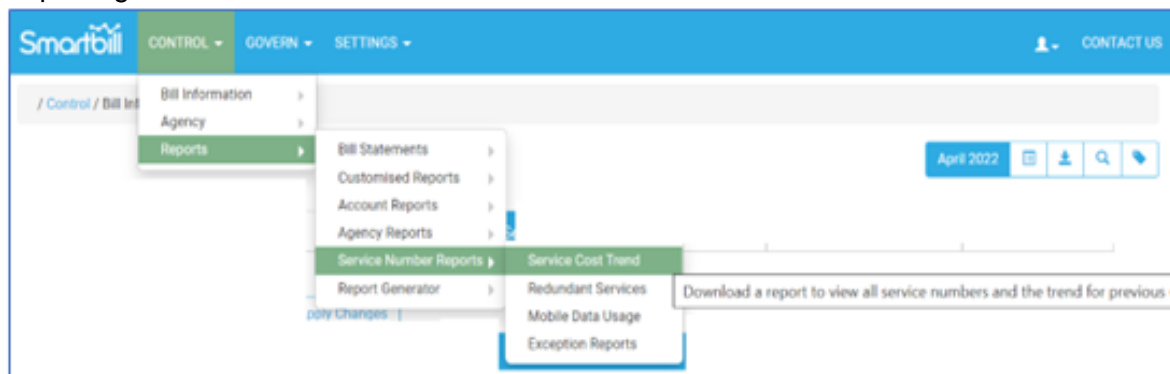
Offered Services

Base TEMS

The Whole of Government Base Telecommunications Expense Management System (TEMS) is available to all CUATEL2021 Customer organisations.

The Base TEMS provides the following benefits:

- Centralises all Panel 1 and Panel 2 carriers' billing information into a single online data set;

- Provides visibility and data analytics for CUA Customers' mobile and satellite fleets; and

- Provides visibility of current CUATEL2021 billing data along with legacy CUA56808 data.

Sample screenshots are provided on the following pages for illustrative purposes to illustrate the TEMS interface and reporting functionality.

Reporting Menu Interface:

Examples of Reporting Options:

Agency Trend Report

Downloadable Reports per WoG, or Per Individual Agency
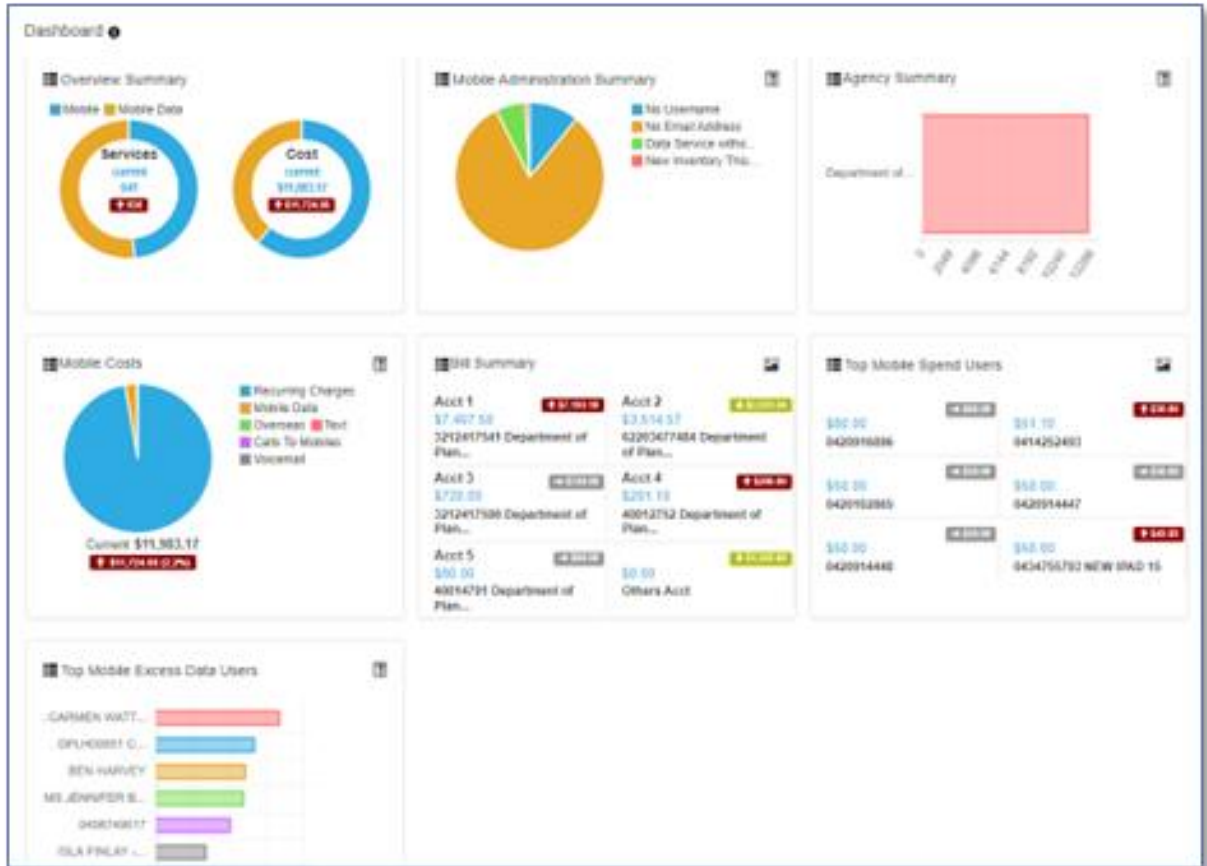
Interactive Agency Dashboard

TEMS Upgrades and Reports

In addition to the Base TEMS, CUA Customers have the option of purchasing additional TEMS options, reports and services that can expand the functionality of their organisation's TEMS. Prices are listed in the **CUATEL2021 Panel 3 Services Price Schedule**. These options include:

1.	**Additional ICT Billing Feeds for Base TEMs**	Additional ICT Billing Feeds can be added into the Base TEMs solution. By adding additional billing feeds, both the Government and Individual Agencies can receive a single pain of glass view of all ICT expenditure, with reporting capabilities. The Base TEMs currently ingests Mobile and Satellite billing data only. • The Base TEMs platform can ingest billing from all other Service Types including Fixed Voice, Fixed Data and many others • The Base TEMs can ingest billing feeds from all Australian Telecommunications carriers and ICT service providers.
2.	**Monthly Insight Reporting**	The Monthly Insight Report can be provided for the Whole of Government billing environment and/or for Individual Agencies, as required. The 'Monthly Insight Report' provides a broad view of what is happening in the customers Telecom environment. In addition to normal expenditure and usage reporting, the Monthly Insight Report provides visibility on multiple key disciplines of effective Telecom management including: • Service Ordering Activity • Hardware Costs • Service Desk Activity • Expense management • Account Hygiene Practises • Items for consideration • Expenditure Reporting • Usage Reporting ***Problems Solved:*** • Brings together multiple reporting categories in the customers telecom environment into a single consolidated report, providing a broader picture of what is happening in the telecom environment • Other areas of telecom management/expenditure typically not monitored closely, can now be reviewed and scrutinised ***Features and Benefits:*** • Time poor management can receive a comprehensive report on an agreed date each month • Targeted reporting and enhanced visibility of the telecom environment places more accountability on to the respective managers • The report can become a reference point for discussion in monthly service review • Keep on top of issues before they grow into bigger issues

3.	**Monthly Invoice Validation (Mobile and Satellite)**	Smartbill use rebilling software to identify whether or not the carriers are billing their services accurately as per the rates, discounts and billing methods specified in their CUATEL 2021 carrier services agreements. Smartbill Validation will quantify all discrepancies and provide all supporting evidence to support carrier claims for overbilling.
		The Validation service can be expanded to include Fixed Voice and Fixed Data services billing.
		Problems Solved:
		• Receive clean and accurate billing from your carrier
		• Utilise Smartbill to ensure the credit received is accurate and covers the entire affected period, ensuring money is not left on the table
		• Pay your telecom bills with confidence knowing you are not paying for any carrier underbilling or overbilling errors
		• Save time by outsourcing complex analysis and efficient credit claim management
		Features and Benefits
		• Receive accurate carrier rebates for the entire affected period
		• Stay in control of your billing environment by identifying billing errors before they turn into bigger issues
		• Identify and correct billing errors that would have otherwise gone unnoticed
		• Receive detailed monthly validation reporting and Smartbill support
		• Provide instructions to Smartbill on how rebates should be split/allocated when credit lands in the billing environment
4.	**Quarterly Optimisation Analysis**	The Smartbill Optimisation service is a Cost Saving analysis service that provides you with confidence that your Telecommunications spend is continually minimised across all services, and all wastage is identified and removed.
		The Optimisation service can be expanded to include Fixed Voice and Fixed Data services billing.
		Problems Solved:
		• The report will list all the service numbers that can be optimised to achieve savings and avoid services being over-or under-committed with a particular plan based on usage patterns
		• Service numbers will be clearly identified to either Downgrade Plan, Upgrade Plan or No Change Required
		• Smartbill can work with your telecoms managed services provider to implement the plan changes (where your organisation has authorized Smartbill to do so)
		Features and Benefits
		• Gives your organisation confidence that your plan configuration is running as efficiently as possible and data plans and allowances are always sufficient to serve your requirements.
		• Provides confidence that your telecom spend is continually minimised.

5.	**Benchmarking Analysis**	The Smartbill Benchmarking Service is a consultancy service that includes the provision of an in-depth, detailed benchmarking report on Telecom carriers.
		Benchmarking is a powerful tool used to achieve mid contract and new contract savings through comprehensive analysis of all expenditure categories in the Telecommunications bill from competing carrier plans and service providers.
		The Benchmarking service can be expanded to include Fixed Voice and Fixed Data services billing.
		Problems Solved:
		- View an accurate apples vs apples analysis that can be relied upon as a true representation of future spend - Understand the true cost differential between your current network choice and other carriers. - Identify areas of wastage within the current billing environment for additional savings on top of the new proposed pricing - Ensure the optimal plan configuration is applied by utilising an independent and carrier agnostic analysis partner
		Features and Benefits:
		- Where there is complexity in the benchmarking process or strategy required, our experienced team are on hand to provide analytical support and guidance to achieve the best commercial outcome - View apples versus apples benchmarking analysis that includes all components of the offer including carrier funds, credits, other pros and cons that must be considered - Utilise the Smartbill team to identify the most optimal plan configuration based on your requirements - Save time and resources and ensure accuracy in benchmarking outputs by outsourcing the benchmarking process
6	**Device Lifecycle Management**	Smartbill's online portal includes additional modules which support the digital transformation of mobile device and connection management for public agencies. These modules are integrated parts of the Smartbill portal, and support all requests and activities related to the lifecycle of devices and connections from initial procurement and activation through to end-of-life changes and recycling.
		Managing mobile devices is business-critical for modern organisations, to ensure that your people have the communications tools they need to be productive, when they need them, while also containing cost. But it also imposes a significant internal admin burden on agencies. Gartner estimates the real internal costs of admin to an organisation at over $800 per device per year, actually exceeding the telecoms carriage charges in many cases. Today, over 80% of Fortune 500 companies outsource the management of the mobile fleets to specialist providers with automated systems.
		Smartbill™ Device Lifecycle Management covers all aspects of mobile device management and admin, from procurement and approval workflows to enrolment and physical staging & kitting and dispatch of devices, to device security settings and systems, through to pool stock and repairs, and spend reporting.

| | | Device Lifecycle Management is implemented where agencies are seeking a robust Procurement Solution (Carriage Services and Hardware/Accessories), Enterprise Service Desk, and Asset Management solution to effectively manage the mobile fleet.

Device Lifecycle Management is provided to our clients through two modules, as follows:

PROCURE MODULE

• ICT Ordering Catalogue of approved Hardware and Services
• Multiple Vendor procurement (not limited to Panel 1 and Panel 2 providers)
• Ordering Approval Workflows
• Cost Centre Allocation
• Order Reporting

ASSIST MODULE

• Multiple Vendor Moves, Adds and Changes
• Ordering catalogue for uniform management of service Moves, Adds and Changes requests, including:
   o Service Cancellation
   o International Roaming
   o Replacement SIM
   o PIN/PUK Number Request
   o Transfer of Ownership
   o Barring Update
   o Service Suspension / Bar / Re-direct
   o Phone Repair Request
   o Service Reconnection
• Streamlined and Uniform Workflows built upon Agency business rules
• Streamlined and Uniform Workflows built upon the plans, rates and commercial terms specified in the Carrier Services Agreement
• Order Reporting
• Enterprise Service Desk Support for all carrier services requests, carrier plans and products, billing issues and fault management |
| 7. | **Expense Lifecycle Management** | A module that can be integrated into your mobile management environment that provides complete visibility and management of your Telecom Expenditure.

CONTROL MODULE

• Multi Carrier solution
• Cost Centre Reporting
• Bill Management Reporting
• TEM Reporting
• Accounts Reconciliation Reporting and Automated General Ledger Production
• Budget Reporting
• Value Added Reporting: Invoice Validation |

		• Value Added Reporting: Monthly Management Insight Report
		GOVERN MODULE
		    • Asset Management Module
		        o Efficient process to manage the ownership relationship between 'the Employee', 'the Mobile Asset' and the 'Service Number'
		        o The ability to retain and administer Hardware Asset Details
		        o Improved Asset Management information and reporting for Department of Finance
		        o Asset Management of Mobile Hardware and associated Mobile Service Number and Employee
		        o Manage IMEI Number, Hardware Manufacturer, Model, Serial Number, SIM Number etc
		    • Mobile Fleet Control (MFC) Module
		    • Executive Dashboard Reporting
		    • Monthly Service Management

8	**Mobile Fleet Control - Near Real Time Data Usage Monitoring and Reporting Module**	The Mobile Fleet Control module provides the Department of Finance with a centralized portal location to view and extract Whole of Government near real time data usage reporting.
		
		A built-in and customizable notification feature will proactively warn nominated administrators of data consumption above the pre-set thresholds. Where the usage is trending towards exceeding a pre-set data allowance (at Service Level or Account Level), administrators will receive alerts/notifications upon which they can action changes to avoid excessive excess data usage charges.
		
		Actions to be taken may include:
		    • View usage report
		    • Notify service owner
		    • Purchase additional data plan

9.	**Excess Data Consulting and Recommendation service** (Recommendations Report Included)	• Smartbill will supply 4 x weekly reports per month • Reporting and consultation can be provided for the top 30 agencies or individual agencies
10.	**Excess Data Implementation Managed Service**	Smartbill will implement the required changes with the relevant carrier for each service number to avoid the Excess Data Usage charging events.
11.	**MDM/UEM Mobility Management Services**	Managed Mobility Services includes all aspect of managing an agencies mobile fleet. This includes administration and support of the MDM/UEM platform, implementation, and support of mobile security applications.

Buying methods

1 - Place an Order for Services

Option A – Using Order Form

You can use the CUA Order Form or your organisation's own order form to make a purchase from Smartbill's **Price Schedule**. Please ensure you reference the CUA number "CUATEL2021" in the email Header.

STEP 1: Browse the Price Schedule and consult with the relevant ICT or procurement section of your agency to ensure that the services you wish to purchase are suitable for your organisation.

STEP 2 (optional): Contact Smartbill Service Manager, Peter Gibson to discuss your requirements and whether additional services/goods may deliver fit-for-purpose benefits to your organisation.

STEP 3 (optional): Contact the Contract Manager of CUATEL2021 to discuss price schedule options and request assistance with completing the CUA Order form if required.

STEP 4: Complete the CUA Order Form or your organisation's own order form including any attachments, with the additional services you require. Obtain signoff from the relevant delegated authority within your organisation.

Note: You will need to clearly identify your Organisation ("Customer:")

STEP 5: Send the signed Order Form including any attachments to Smartbill via email to: orders@smartbill.com.au

2 - Support

Where the Customer requires support from **Smartbill,** the steps below must be followed:

2.1 – User Types

Support level and action shall be in accordance with the user types defined below:

User Type	Description
Power User	Full read and write access to the Base TEMS across all its respective Organisation(s) Services. The Power user has: • Admin rights to modify other users' access to the TEMS; • TEMS Support Services access by phone; and • TEMS Support Services by Email.
Read and Write User	Full read and write access to the Base TEMS across either all its respective Organisation(s) Services or a sub-set if the Organisation's account hierarchy is broken down additional sub-levels. The Read and Write user has: • Only limited email support services for addressing login issues; and • Support from the Organisation's Power User for all other issues.
Read Only User	Read-only access to the Base TEMS across all its respective Organisation(s) Services or a sub-set if the Organisation's account hierarchy is broken down to additional sub-levels. The Read Only user has: • Only limited email support services for addressing login issues; and • Support from the Organisation's Power User for all other issues.

2.2 – Base TEMS User Logins

Base TEMS access is provided to all CUA Customer organisations under CUATEL2021. In accordance with **Section 2.1** CUA Customer organisations are provided the following number of TEMS logins:

Organisation Type	Login Type		
	Power User	**Read and Write**	**Read Only**
Finance – CUA Management	5		
Health (HSS) – Management Team	8		
DPIRD – Central / Management Team	5		
WA State Agencies	1	2	Unlimited
All Other CUA Customers	1	1	Unlimited

Customers that require additional Power User or Read and Write login accounts to the Base TEMS can purchase these for a one-off annual charge (please see **Panel 3 Price Schedule)**.

2.3 – Access Change Requests

The Customer may request access changes to its Base or Expanded TEMS where TEMS users are added, removed, or changed. These access change requests may be actioned by Smartbill directly or by the Organisation's Power User(s).

At a minimum CUA Customers should request this change via email from either:

- financetemssupport@smartbill.com.au; or
- The Organisation's Power User (where the requesting user is not a Power User).

The email should request "Smartbill Access Change" and include the following information at a minimum (example demonstrating how to add or remove access):

Action	Username	Email	Contact	Agency	User Role
ADD	R.Larkins	Rob.larkins@finance.wa.gov.au	(08) 6551 1316	WA/Department of Finance	Control Module (Read & Write)
REMOVE	R.Larkins	Rob.larkins@finance.wa.gov.au	(08) 6551 1316	WA/Department of Finance	Control Module (Read & Write)

2.4 – Other Requests

All other Customer requests should be sent to financetemssupport@smartbill.com.au including:

- Resolution of login issues;
- Adding missing account information to the TEMS; or
- General account queries or other queries.

3 - Payment of bills / invoices

Pay on your account via the following options:

EFT/ Direct Deposit

Pay on your Account via EFT – Account details as follows:

BSB: **082 282**

Account: **792203542**

Email remittances to **accounts@smartbill.com.au**

4 - Account management and invoicing

Account Manager

Name: Yvette Simunic

Mobile: 0488 967 788

Email: yvette.simunic@smartbill.com.au

Service Manager

Name: Peter Gibson

Mobile: 0410 536 006

Email: peter.gibson@smartbill.com.au

Finance Accounts Manager

Name: Marcella Gunarto

Mobile: 0410 058 000

Email: marcella.gunarto@smartbill.com.au

General Email

Group Email: accounts@smartbill.com.au

Contact information

General enquiries

Admin

Mobile: 0410 536 006

Phone: 1300 880 575

Email: team@smartbill.com.au

Website: www.smartbill.com.au

Postal Address

Level 6, 117 York St

Sydney, NSW, 2000

Orders

Products and Pricing: Refer to **CUATEL2021 Panel 3 Price Schedule**

Order Submission: orders@smartbill.com.au

Product Queries: team@smartbill.com.au

Hours: Monday to Friday 9.00am to 5:30pm (Excluding Public Holidays)