



# THE NORTHRIDGE GROUP, INC.

*Consulting Professionals, not Professional Consultants*



## Mobile

Are your mobile costs out of control? Northridge has the answer. Our web-based CEM platform automatically:

- + Receives electronic feeds from all mobile carriers.
- + Combines all billing data into a common format and compares data to contractual rates.
- + Analyzes call detail records, compares data to our on-line database of 10,000+ rate plans, and selects the optimal rate plan for each user.

## Deliverables

- + The best, most accurate mobile inventory possible.
- + A full range of reports – from all service/all carrier summaries to reports by employee, device or department.
- + Exception reports and alerts that make it easy to manage your mobile spend.
- + Recommendations for billing and contractual changes that cut costs dramatically, and aggressive implementation of these changes on your approval.

## Results

- + Accurate, manageable web-based inventories for all of your mobile devices with significant, on going cost savings.

## COMMUNICATIONS EXPENSE MANAGEMENT (CEM)

From traditional voice to data and mobile, communications are a must-have and a major expense for your business. You need to cut costs and have effective control of your communications spend, but multiple vendors and invoices, billing inaccuracies and provider mergers and consolidations make expense management an enormous challenge. Now add an explosion of mobile devices and alternative technologies and you need innovative processes and tools to drive out costs, manage growth of mobile and data, and deploy new services and technologies, including VoIP – all without losing focus on your core business.

Gain control of communications expenses and management with The Northridge Group. We are specialists in communications consulting and excel in freeing up expense costs for our clients. We know our clients are fed up with bill auditing and auditors – so we have an alternative. **Northridge can find real cost savings of 15-30% of your annual telecom spend and give you a complete picture of your network – all while eliminating bill auditing.**

Northridge offers a permanent solution to cost management. The expense optimization realized in the first phase of our engagement is only the beginning. While many consultants leave clients struggling to maintain initial savings, Northridge collaborates with you to implement the process and tools that allow you to effectively manage your own communication needs into the future.

## HOW DOES CEM WORK?

When you choose Northridge, you leverage our proven expertise gained working with the largest service providers and our web-based CEM tool that's been tested and refined in the most complex corporate environments. We support the CEM platform internally – you need to make no investment in hardware or software. Northridge leverages its CEM platform to:

- + Set up electronic feeds from all carriers – local, long distance, wireless, VoIP and more.
- + Translate and normalize billing information across all carriers into a common format.
- + Analyze call detail and billing records automatically.
- + Verify routing and billing rate for each call.

When these steps are completed, you receive an accurate inventory of your spend for internal management using our CEM solution or Northridge can provide ongoing maintenance of these inventories on your behalf.

## VALUE-ADDED CEM DELIVERABLES

**A complete, site-by-site inventory** including local access, long distance, data, and mobile. The Northridge CEM platform automatically verifies this inventory monthly, giving you solid footing to negotiate lower rates with communications providers.

**Web-managed reports**, including consolidated service and carrier data by location, and exception reports that flag non-compliant spending. *An enterprise-wide view of your communication spend is critical as suppliers of these services continue to merge and consolidate.*

**Invoice consolidation and automation** to reduce resources required to process monthly communications payments. *For one large national client, Northridge reduced 2300 monthly invoices to 75, saving more than \$211,000 annually.*

**Location-based traffic analysis** to assist with contact center workload projections and operations. Consultative recommendations for billing, contractual, and network changes that drive significant savings – plus our expertise to help you implement these changes.

**Continuous audits of all aspects of your network**, eliminating the need for internal and external bill auditors and guaranteeing accurate payments for service. *According to a recent Aberdeen Group study, inaccuracies in telecommunications billing for Fortune 1000 companies cost \$100,000 for every \$1,100,000 spent.*

**A future-ready process and platform** that supports strategic planning for new technologies such as VoIP, including cost and traffic baselines and post-deployment reporting and analysis. Freedom from bill auditing and bill auditors and from having a blind spot where a complete picture of your network inventory should be.

## WHY NORTHRIDGE?

- + Founded by communications industry executives, specializing in communications consulting services.
- + More than 200 consulting professionals with an average of 15+ years of real-world experience.
- + Proven CEM and expense optimization for the world's largest communications providers and enterprises with thousands of locations and multi-layered organizational structures.
- + Aggressive ROI of under six months – less for mobile — start-up is funded by your monthly cost savings.
- + Proven, long-term solution that is client-managed with minimum client resources required.
- + World-class services with measurable results that yield 90% repeat business.

NRG was founded in 1999 with the goal of providing real-world, cost-effective and executable solutions that promote profitability for our clients. Our consulting network is comprised of more than 200 professionals who average 15+ years of experience. Clients include 14 of the Fortune 200 enterprise companies along with State and Federal agencies. NRG is a 100% women-owned business as well as a GSA and IT70 Federal government schedule holder

For more information, visit [www.northridgegroup.com](http://www.northridgegroup.com) or contact us at **847-692-2288**.

## Our Clients Speak

**"Your team has been excellent. This has been one of the best consultant worked projects I have dealt with in over 20 years and we look forward to continuing to work with The Northridge Group."**

**XO Communications**

**"NRG's responsiveness is unparalleled. Our consultant helped us through the day to day issues as well as crises situations, preparing executive presentations and complex analyses on very short notice."**

**The University of Michigan Hospitals and Healthcare Centers**

**"[Two large global consulting firms] do great decks, but NRG gave us practical solutions. I felt that by the time I saw the executive readout, my team was already running with the recommendations"**

**Harris Bank**



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