TELEPHONE MANAGEMENT SYSTEM

TMS provides organisations with a centralised view of a user's communication usage allowing for operational management and recovery of costs for the business.

Telecommunications is often one of the biggest portions of an organisation's operational spend. If you can understand where your telecommunications budget is being spent and on what, you can manage it effectively. In medium and large organisations, this can be a particularly complex process.

TMS is a suite solution that provides organisations with a holistic view of all costs associated with their telecommunications spend. Our TMS solution provides increased visibility, management and control of enterprise-wide costs for voice, data and communication services, enabling you to optimise the efficiency and effectiveness of your infrastructure.

BUSINESS BENEFITS

Visibility

- Consolidated view of all telecommunications costs, usage and infrastructure
- Central visibility of all invoices and accounts
- Automated reporting
- Analysis and trend reporting of expenditure
- Dashboard view and seamless user experience

Management and Control

- Accurately allocate costs to cost centres
- Automated notifications to users/managers
- Measure service providers SLA
- Control private vs business usage
- Manage abuse
- Build intelligent and integrated databases
- Manage voice and data exceptions
- Call barring functionality
- Invoice vetting and approval
- Remove complex administrative burdens
- Communications policy alignment

Optimise

- Direct ROI, cost savings and recovery of costs
- Ensure service billing accuracy
- Proactively manage account requests and disputes
- Maximise efficiency
- Optimise plans based on your own usage, history and trends
- Business intelligence
- Develop and drive cost savings

ABOUT CIPHERWAVE

CipherWave is a South African Internet Service Provider (ISP) that provides growing businesses with a range of solutions to help them connect, communicate and collaborate with their customers, employees and suppliers. We own and manage our own network infrastructure, which enables us to provide efficient, speedy service and support that our customers can count on 24/7.