

U.S. Navy's AT&T Usage Reporting Solution Powered by Calero

US Navy

Industry:

Military/Government

Headquarters:

The U.S. Pentagon

Arlington County, Virginia

Part of:

U.S. Department of Defense

Solution:

Calero's Usage Management

(UM), Telecommunications

Management (TM)

CHALLENGES

The Navy required that a robust reporting solution be part of any carrier's mobility contract going forward. The reporting solution would need to provide insight into escalating mobile communication costs. AT&T partnered with Calero to develop the custom mobile reporting capabilities necessary to meet the Navy's usage reporting requirements.

SOLUTION

Calero developed a custom wireless reporting solution that provides granular usage information that is fed into a software platform that automatically populates the custom reports required by the US Navy to include a 20 point analysis.

During an initial demonstration of the system, AT&T ran Navy data through the reporting module and exposed usage and spend data that the Navy was surprised to see. For example:

- More than \$121,000 of a \$136,000 invoice for usage by one Marine Corps unit was for international roaming charges. It was determined that the unit, regularly deployed around the world, did not have an international mobile plan.
- Reports identified tens of thousands of dollars in invoice charges for unused devices and for non-approved subscription services (movies, music, etc.).
- Four percent of the users on the invoice had charged charitable contributions to their accounts.

RESULTS

Presented with these results, and the cost savings they represent, the Navy representative stated that "out of all the carriers providing reporting solutions to Navy specs, the AT&T/Calero solution was the best." Thousands of Navy/Marine Corps customers have switched to AT&T service to take advantage of the superior wireless reporting and improved mobile spending management it enables.

The AT&T Wireless Invoice Analysis module developed with Calero Software, shown on the next page, checks every invoice for opportunities to save money and optimize mobile usage. Additional custom reports developed by AT&T/Calero for the Navy include:

Purchased Plans per Pool/Line

This report identifies the number of "Plans" and "Features" that are new on an invoice item in a given month. A Plan or Feature is any Monthly Recurring Charge (MRC) on an invoice item. All other charges, such as usage, credits, adjustments, and discounts, are excluded.

This report determines if a Plan or Feature is new on an invoice item for the invoice month. It does this by looking at the invoice for the same Master Account number in the previous month and checking whether the particular MRC existed on the same invoice item on the previous invoice. If it did not exist on that invoice item on the previous invoice, then this invoice charge is considered new on this invoice item and thus counted.

Welcome, Richard Popper
 (Change Password | AT&T Premier Customer Reporting Tool | DoN Custom Reporting | Logout)

DoN Wireless Contract Platform
 Level Reports 

Inventory Management | Invoice Management | **Wireless Reporting** | Wireless Call Accounting | Organization | Administration

Reports Help

Invoice Analysis (Enterprise) > Invoice Analysis

AT&T January 2014
 287023883952
 75 devices

\$2,370.62

Analysis
 Overview
 \$496.10 in MRC with no usage (36 devices)
 • **\$21.97 in other purchases (3 devices)**
 \$1.00 in data usage charges (5 devices)
 \$1.30 in message charges (2 devices)
 23 devices are missing a business discount
 13 devices with messaging options but no usage
 1 device with international data options but no usage

Pool Utilization
 B287023883952NYYBPN: 13.29 %

Projected Savings
 There have not been any projected savings identified for this invoice.

\$21.97 in other purchases (3 devices)
 Review the charge to ensure that it is valid and that it has been billed according to the contract. Also review the purchase against any company policies related to the purchase type.

Displaying 1 to 3 of 3 Items per page: 25

(757) 478-7682 Smart Phone Navy 500 Minute Pooling Plan BB 9000 NC BB 9000 NC Device charges of \$10.00	[Unassigned]	\$9.99 in other purchases \$0.01 in MRC with no usage Device is missing a business discount
(757) 513-0615 Smart Phone Navy 500 Minute Pooling Plan LG GU292 Device charges of \$10.00	[Unassigned]	\$9.99 in other purchases \$0.01 in MRC with no usage Device is missing a business discount
(757) 478-9826 Smart Phone Navy 500 Minute Pooling Plan LG GU292 Device charges of \$2.00	[Unassigned]	\$1.99 in other purchases \$0.01 in MRC with no usage Device is missing a business discount

For plan charges (charges explicitly categorized as Plans) related to invoice items that also contribute to a voice pool, the count is calculated differently. The count is instead the number of new pools that invoice items with the specific plan change contribute to. A pool is new if the pool name did not exist in the previous month's invoice for the same master account number.

Purchased Plans per Line

This report identifies the number of "Plans" and "Features" that are new in a given month. A Plan or Feature is any MRC invoice charge. All other charges, such as usage, credits, adjustments, and discounts, are excluded.

This report determines if a Plan or Feature is new on an invoice item for the invoice month. This is done through a comparison with the previous month's when compared to the invoice for the same Master Account number and checking whether the particular MRC existed on the same invoice item. If it did not exist on that invoice item on the previous invoice, then this invoice charge is considered new on this invoice item and thus counted.

This report differs from the Purchased Plans per Pool/Line Report in that it does not count Plans and Features differently based on whether the invoice items are in a pool or not.

Rate Plan

This report summarizes the wireless invoice by Foundation Account Number (FAN), Billing Account Number (BAN) or Master Account, and methods of payment.

Wireless Usage

These reports show all wireless usage totals and charges for the date range. The reports show one row per invoice item per invoice. There are different types of usage reports including voice usage, data usage, and messaging usage.

Zero-Use Devices

These reports list all devices with no usage of any kind. There are four individual reports: one month, three months, six months and twelve months. Each report is based on invoices received two months prior to the current month as the initial reporting period and as applicable will report on

additional months prior to the initial reporting period. A device will be in a zero usage report only if it appears in the invoice data for each month within the reporting period and there is no usage of any kind for the device within the reporting period.

Trend Analysis and Optimization

These reports provide trending views and wireless findings. The trending reports are voice overage cost trends, data cost trends, and messaging cost trends.

The Invoice Analysis Report shows wireless invoices with a meter indicating the likelihood of optimization opportunities. Users can drill down on any row to see a wireless analysis of the selected invoice. The analysis includes an overview of findings, pool utilization, and trends. Pop-up details are available as you move through the report.

The Optimization Report summarizes wireless findings by type. From there, you can move to the invoice charge and usage details behind the findings.

Equipment Purchase

This report provides the quantity, type, and cost of equipment purchased. It shows one row per Master Account per Invoice Month per "Purchase" invoice charge description. It is a summarized report with a drill-down option to view individual "Purchase" invoice charges.

Spend to Date

This report shows a total invoice amount per Master Account for a specified date range.

Task Orders Purchased

This report shows the count of contracts (all types)

that were purchased during the date range, based on the effective contract date (PO receipt date).

Orders by POP

This report shows contract number with summarized information for the Period of Performance (POP).

Order Review

This report is a version of a contract commitment report. It is used to show how the invoice spend is aligning with the obligated amount on the Task Order or Government Purchase Card (GPC). This report compares the amount spent to date against the total obligated amount.

Contract Officers

This report provides a variety of contract details, including POC information.

Calero Software, LLC

Calero is a leading provider of Communications Lifecycle Management (CLM) solutions designed to turn insight into action through an intuitive user-interface and visually comprehensive analytics. Calero helps simplify the management of voice, mobile and other unified communications services and assets. With a deep commitment to innovation and customer service, Calero's CLM approach enables organizations to support the full communications lifecycle, from procurement to payment, including software and services that aid Telecom Expense Management (TEM), Managed Mobility Services (MMS) and Usage Management. Calero has thousands of customers in the United States and more than 40 countries worldwide, including Fortune 1000 corporations, universities and government agencies. Learn more at www.calero.com or follow us @CaleroSoftware.