Cloud, Technology & Telecom Expense Management

G-Cloud 15 - Service Definition

StableLogic
Enabling Tomorrow.

Contents

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Company Overview

Established in 1993, StableLogic is a privately held, truly independent technology consultancy. We pride ourselves on being able to offer completely impartial advice and support to our clients. Our focus is to help clients solve complex business challenges involving the strategy, design, procurement and delivery of cloud solutions.

Our people sit at the very core of our practice and we place a significant emphasis on professional and technical development. Our consultants are defined by their pragmatic approach to some of the world's most complex technical and operational challenges.

Working with a variety of organisations, governments and commercial bodies, our role is to unlock potential for growth, innovation and operational excellence.

Our services include:

- **Technology Consultancy** – Independent consultancy advice on customer experience tech, contact centre, networks, mobility, infrastructure and unified communications.
- **Technology Expense Management (TEM)** – Managed Service to streamline day to day management of suppliers and deliver cost savings.
- **Digital Transformation** – The design, procurement and implementation of digital change across all core business areas.
- **Customer Experience and Collaboration** – Expert consultancy advice to help clients to deliver their customer experience and collaboration objectives.
- **Process Optimisation** – The review, analysis and development of new working practices to improve quality, reduce cost and enhance customer service.
- **Service Optimisation** – A suite of services to help organizations to reduce their technology costs and enhance operational efficiency.
- **Cost Saving** – Cost reduction audits, benchmarking, procurement and contract negotiation.
- **Change Management (PMO)** – End to end support of business change including technical project management resources.

1. Overview

1.1 Purpose

The purpose of this document is to detail the Technology Expense Management system, and service. This is not a sales or contractual document, simply a description of each element of the service.

The document explains the scope of the service and the features provided. The availability of the service is limited by the source data from vendors and based on the options the client has selected to implement.

Some elements of the functionality are limited by local laws and regulations, for example in respect of call listings in Germany.

1.2 TEM Services

The solution is split into a number of separate TEM Services. Clients can select from this menu of options although some are dependent on others, for example, the Inventory Management module is mandatory.

Different Services are charged at different amounts and costs are available upon request.

2. TEM Services

2.1 Core Services

The following are basic TEM services and form the basis of the system.

Name	Benefit	Description
Inventory Management	Up to date records and efficient management of services	1. StableLogic compile an initial inventory of all services. 2. The inventory is reviewed and validated by the client. 3. StableLogic manage all service changes. 4. StableLogic maintain and periodically validate the inventory. 5. The inventory is available via the Supplier portal.
Vendor Invoice Importing	Single place for all vendor invoices	1. StableLogic import each invoice into Supplier. 2. StableLogic import or create a breakdown of the invoice, to split the cost by each service. 3. All invoices can be viewed and reported on via the Supplier portal.
Invoice Validation	Reduce cost – claim back invoice errors	1. Each cost on each invoice is compared to the contracted rate. 2. Variations are investigated and identified. 3. Invoice errors are highlighted and reported against.
Challenging Vendors on Errors	Claim back costs	1. StableLogic use the invoice validation process to challenge vendors on inaccurate billing. 2. StableLogic chase vendors to refund/credit billing errors.
AP (Accounts Payable) Feed	Efficient AP management	1. StableLogic create an AP file in the clients required format. 2. In addition to the AP file, StableLogic provide client required supporting documents, e.g. invoice images. 3. The AP feed is provided to the client in a secure way, e.g. SFTP. 4. The AP Feed process is running as often as required, e.g. weekly. 5. The AP feed process fully supports customizable fiscal periods.
Supplier Administration Portal	Efficient service management	1. The Supplier portal provides different permissions depending on role, e.g. Finance, Service Desk, Cost Centre manager etc. 2. Client's can login and view data depending on their role. 3. Users with appropriate permissions can run reports, view the inventory and request changes.
Invoice Payment by StableLogic	Streamlined payment process	1. Invoices are processed in Supplier in the usual way and the AP Feed (including bill images) provided as usual. 2. Instead of paying each vendor, the client makes one payment to StableLogic, against a StableLogic invoice. 3. Once payment is received, StableLogic pay each vendor. 4. The contractual relationship remains between the client and each vendor, StableLogic are simply processing payments.

2.2 Service Management

Service Management is the day to day running of each service and comprises Change Requests (Moves, Adds, Changes and Deletions) and Incidents (Faults).

Name	Benefit	Description
Provisioning / Ordering / Changing Services	Streamline change requests	1. Using either self-serve or via a central team, client requests a change to existing services, e.g. a new cell phone. 2. StableLogic manage the request, obtain the required service from vendors (obtaining quotes if appropriate) and order the service. 3. StableLogic ensure the service is delivered on schedule – and chase to ensure vendors deliver. 4. StableLogic validate the cost on the following invoice.
Fault Management	Faster response to users' issues	1. Using either self-serve or via a central team, client reports a fault or problem with existing services. 2. StableLogic work with the end user (or via the client's central team) to identify the problem. 3. StableLogic work with vendors to resolve the issue. 4. StableLogic confirm the issue is resolved. 5. All updates and reporting via the Supplier portal.
Staging (Configuring/Dispatching) Devices	Customized devices ready for users	1. StableLogic configure and package equipment ready for users, e.g. cell phones. 2. StableLogic obtain hardware from vendors and then configure (charge battery, add client branding, insert bespoke manual/instructions, load apps, configure MDM etc.) 3. Device shipped to end user
End User Advice Provision	Responding to end user requests for advice	1. Responding via telephone, email or service ticket to advice requests from end users, e.g. how do I X on my iPhone. 2. Add requests are logged in Supplier. 3. Service available in agreed service hours as detailed in the SLA. 4. Full reporting via Supplier portal.
First Line Service Desk	Respond directly to users' requests	1. For the services specified by the client, StableLogic take direct requests (Service Requests and/or incidents) and implement accordingly. 2. For Service Requests, optionally include an automated management approval process (via email or portal). 3. Acknowledge request, manage vendors to resolve, confirm resolved, all to agreed service levels. 4. Full reporting via the Supplier portal.
Second Line Service Desk	Manage more complex requests	1. Client's internal Service Desk triages user issues and passes more complex requests to StableLogic. 2. StableLogic manage the process as per No.1 above.
Supplier Self Service	End users' service themselves	1. End users have access to Supplier portal and/or mobile app and self-serve Service Requests and/or Incidents. 2. Online only service, which can include automated management approval process for new orders. 3. Automated requests placed on vendors, with oversight and management from StableLogic.
Automated Approval Requests	Approval for expenditure	1. Automated email/portal request to relevant management to approve an expenditure request from a user. 2. Response fully logged and reported against.

2.3 Reporting

Standard and bespoke reports sent according to the clients required schedule.

Name	Benefit	Description
Standard Self-Service Reporting	Able to run own reports	1. Large range of reports covering Inventory, Service Management and Finance. 2. Ability for clients to run their own reports via the Supplier portal. 3. Reports downloaded as Excel spreadsheets.
Scheduled Email Reporting	Automate Reporting	1. Standard or Bespoke reports scheduled to deliver via SFTP/FTP or email at required intervals, e.g. Monthly.
Bespoke Reporting (Provide Details)	Purpose specific reports	1. New reports designed to a client's exact needs.

2.4 Cost Transparency

Advising both cost center managers and individual employees of their costs, results in quite significant cost savings.

Name	Benefit	Description
Supplier Mobile App	Cost transparency for mobile staff	1. Ability to install and login to the Supplier mobile app. 2. Able to view own costs and usage information.
User Cost Emails	Monthly cost email to employees	1. StableLogic import and validate different costs (e.g. cell phone, telephony, conferencing, printing, etc.). 2. All costs compiled into an email. 3. Email sent to all nominated employees.
Cost Center / Manager Emails	Monthly cost email to cost center managers	1. Cost centre managers are emailed a breakdown of all of their team's costs for the previous month.
End User Supplier Portal	Cost transparency via the online Supplier portal	1. Individual employees and/or cost centre managers can login to the Supplier portal and view their/their cost centres' costs.

2.5 Cost Saving Delivery

Name	Benefit	Description
Vendor Contract Monitoring and Reporting	Improved supply chain management	1. StableLogic monitor and report on vendor performance. 2. StableLogic report on vendor performance to client before each vendor service review meeting. 3. StableLogic attend vendor service reviews.
Vendor Cost Negotiation	Onward downward pressure on costs	1. StableLogic monitor the client's costs and compare this to the changing market rates. 2. After obtaining client approval, StableLogic proactively negotiate costs with vendors (including mid-contract) when a different to market rates are identified.
Cost Saving Audits	Routine reviews of all managed costs and identification of savings	1. Quarterly review of all managed costs. 2. Identification of potential savings. 3. Presentation of potential.

2.6 Service Features

Name	Benefit	Description
MDM Integration (Name MDM vendor)	Increase accuracy of inventory and faster changes	1. Integration between a clients MDM service (InTune, Airwatch etc.) and Supplier. 2. Detection of changes and associated investigation / inventory updates, e.g. new SIM entered into device. 3. Single management platform, e.g. report a device as lost in Supplier, manages the device via MDM and instructs the vendor. 4. Common reporting, MDM and Supplier.
Workflow Management	Automate and increase speed of routine tasks	1. Use data sources to drive pre-defined processes, e.g. terminate conference services for all terminated employees 2. Workflow identified, process and frequency agreed. 3. Workflow managed and monitored. 4. Results available in reports.
Multiple Language Support (List Languages)	Language support for multinationals	1. Supplier portal available in different languages.
Multi-Currency Support (List Currencies)	Currency support for multinationals	1. Ability to report and normalize currencies, e.g. invoices in 10 different currencies all reported upon in USD.

3. Connectors

The system interfaces with third party systems via Connectors. Connectors could be API's which directly transfer data or via file exchange such as a CSV file.

Our Connectors can be categorized as follows:

Type	Methods Supported	Description
Clients: Accounts Payable	File Formats: CSV XLS XML TXT Delivery: SFTP / FTP Email	1. File created to the client's required format, including required fields, file type, formatting etc. 2. Delivery via the client's required delivery method. 3. Inclusion of required supporting documents, e.g. images of the original bills. 4. Option for files to be zipped. 5. Option for files to be encrypted / password secured. 6. Ability to add validation rules, e.g. a vendor code cannot be empty. 7. Common formats include SAP and Oracle Fusion
Clients: HR Details	File Formats: CSV XLS XML TXT Delivery: SFTP / FTP Email	1. Client creates a daily file of all employees (ideally including employee #, Name, location, job title, manager employee #). 2. File placed by client on a SFTP site or otherwise transferred to StableLogic. 3. StableLogic import and validate the file. 4. Confirmation of successful import sent to client (if required).
Vendors (API)	Multiple Formats – Depending on Vendor	1. For vendors that support an API (Microsoft, AWS etc.). 2. Access and import of service details (Inventory) and invoices.
Vendors (File)	Multiple Formats – Depending on Vendor	1. For vendors that provide a file, e.g. a CSV 2. Import of service (Inventory) and invoices.
Vendors (Portal)	Multiple Formats – Depending on Vendor	1. StableLogic use the login details to access the vendor portal and download both inventory and invoices.
Vendors (Paper Bills)	Multiple Formats – Depending on Vendor	1. For those vendors who still only provide paper bills. 2. Scanning and importing of paper bills. 3. Paper bills are subsequently securely destroyed.
Single Sign On (SSO)	Multiple Formats including Active Directory (AD), Office 365 and SAML	1. Integration to allow SSO to operate without the system having any access to the user's credentials.
Email	Ability to send email on behalf of a client, i.e. send emails as @clientname.com	1. Client needs to verify SES authority to use domain name. 2. Set-up DKIM in client's in own domain.

4. Financial Features

The correct allocation of costs as part of the Accounts Payable (AP) process is an important part of the solution functionality. The cost allocation is based on the following options:

Cost Centre	Alphanumeric – up to 255 characters per cost center.
Maximum Cost Center's	Unlimited.
GL Codes	Up to 8 GL codes per cost allocation.
GL Codes Length	Alphanumeric – up to 255 characters per cost center Can be limited to client's requirements.
GL Codes (Complex)	Ability to allocate different costs to different GL codes, e.g. A cell phones monthly fixed cost to one GL and the usage to another GL code. Allowing up to 32 different GL codes per service.
Cost Distribution	Ability to split a single cost against multiple cost centers/GL codes (across a whole invoice or to only part of the invoice), e.g. a late payment fee, based on the following methodology: *Evenly* – The cost is split in equal amounts across the selected cost center's / GL codes. *Proportionally* – The cost is split proportion to the cost already allocated to the cost center, i.e. cost centers with the highest cost are allocated a high amount of the cost. *Manually* – Ability to split the cost as required.
ACH / BACS Payments	Creation of an ACH / BACS file for upload to banks to process payments.
Cheque File	Creation of a cheque creation file for payment via cheques sent in the mail.
Different AP Feed	Ability to support up to 5 different AP feed destinations per client.