



Telco Expense Management

See and save on your telco spend with finance-grade visibility and control

Managing telecom bills across services, carriers and plans is hard work. Errors slip through, costs creep up, and month-end becomes a scramble. Ericom's TEM gives you one place to audit charges, allocate costs, and surface exceptions—so you can act early, recover credits, and plan with confidence.

Why Telco Expense Management

- ✓ **Lower total spend:** Identify billing errors and plan mis-matches; recover credits where appropriate.
- ✓ **Financial transparency:** Assign costs to the right cost centres and users with repeatable rules.
- ✓ **Time back to your team:** Automate audits, reporting and month-end journals to reduce manual work.
- ✓ **Better governance:** Spot exceptions early (e.g., roaming spikes, services with no usage) and take action.

How it works

- 01 Connect:** We align your accounts, services and hierarchies, then configure allocation rules (e.g., cost splits, charge handling).
- 02 Analyse:** Bills are checked against contracted rates; usage and inventory are monitored; exceptions and trends are confirmed.
- 03 Govern:** Apply insights to right size plans, resolve disputes, and automate journals to ERP. Reviews keep spend on track.

Getting started with Ericom

- 1 Quick discovery of accounts, services, hierarchies and reporting needs.
- 2 Configure cost centres, allocation rules and reporting packs; align user/service inventories.
- 3 Run the first billing cycle, review exceptions, apply credits/changes, and schedule regular reviews.

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Smart spend controls

Automated billing audits - Compares contracted rates to actual charges, flags discrepancies and helps secure credits, reducing waste and improving cost accuracy across services and carriers.

Cost allocation and inventory rules - Apply programmable rules (e.g., split a single service across many cost centres) while maintaining service, SIM and device inventories for clear chargeback and governance.

Financial journal outputs to ERP - Generate complex Excel/CSV journals formatted for finance systems (e.g., SAP, Oracle) to streamline approvals, uploads and month-end reconciliation.

Exception and trend reporting - Ready-made reports spotlight budget breaches, cancelled services still billing, high-cost calls, roaming spikes and usage trends, so teams can act early.

Usage monitoring and Telstra data feeds - Leverages Your Telstra Tools and MDUM to pull near-real-time mobile data usage (every four hours) into dashboards and reports for proactive management.

BILLCONFIDENCE

"We can't trust our telco bills."

TEM audits bills against contracted rates, identifies overcharges and lodges credit requests where appropriate, giving you confidence in the numbers and tangible cost recovery.

ABOUTUS

Ericom is an Australian provider of managed mobility and telecommunications services. We combine hands-on carrier support with finance-grade expense management to simplify operations and improve financial transparency across your mobile and fixed services.

FASTERCLOSE

"Month-end takes too long."

Automate cost centre splits, personal call claims and finance journals formatted for SAP/Oracle, cutting manual work and speeding approvals and uploads for timely close.

NEXTSTEPS

Request a demo or cost-recovery assessment to see how TEM can surface billing errors, optimise plans and streamline month-end. Our specialists will tailor reporting, allocation rules and onboarding to your environment.



Telco Expense Management can be integrated across diverse applications, including:

- Your Telstra Tools (account and usage data)
- Mobile Data Usage Meter (MDUM) (near-real-time mobile data usage)
- T-Analyst (analytics and reporting access)
- T-Connect (carrier operations and service management)
- Telstra billing systems (managed services billed)
- Asset/IMEI registers (device and SIM hot-swap and compliance)

Let us show you how.

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