



TELECOMMUNICATIONS
CONSULTANTS



CATEGORY

Managed Services
Outsourcing

REGIONS SUPPORTED

North America
Canada
Europe

YEAR FOUNDED

1991

CORPORATE HEADQUARTERS

Grand Rapids, MI (USA)

CONTACT

437 44th St SW
Grand Rapids MI 49548

cbitelecom.com
616.301.3733
800.232.7289

Certification effective March 2018

Efficiency First® Certified Solution Vendor Profile

CBI TELECOMMUNICATIONS CONSULTANTS

CBI is an industry leader within the global TEM market. They have a worldwide footprint with local industry expertise of the telecom markets. With their international partners, CBI offers global telecom expense, mobility and enterprise management solutions. The combination of local expertise, a global approach and a comprehensive software platform makes GTEM an unrivaled service. Supporting their clients are paramount to us and the focus of our business model. They achieve this by identifying cost reduction and applying visibility to client's infrastructure resulting in better performance and optimization of the communications estate. CBI saves their clients countless hours by implementing changes and dealing with the vendors on their behalf. They analyze industry trends and contracts to make sure clients are receiving best-in-class service from their vendors, and they are not afraid to step in and escalate when necessary. CBI's competitive advantage is evident in their ability to effectively deliver industry expertise through managed services on a global scale.

SERVICES OVERVIEW

We offer GTEM Solutions™, a robust technology platform for fixed, mobile, MDM and lifecycle management. This includes audit, optimization, vendor contract management, including benchmarking, invoice processing, bill payment, procurement of wireline & mobility services, device management and fulfillment, help desk, granular analytic reporting capabilities supported by robust dynamic reports to C-level dashboard metrics.

Our solution involves a dedicated team of subject matter experts. The combination of the GTEM platform and our customer driven strive for excellence resulted in a score of 9.5 out of 10 by our customers during solution certification. We have continued to transform expectations within the telecom industry. Through our methodology, approach and account team structure we have the resources and capabilities to deliver all services on time and within budget. We understand that the key to a successful long-term relationship between our companies begins with respect and ability to work in conjunction with your company culture. CBI maintains the highest level of service to our clients, resulting in sustainable cost savings and visibility throughout your organization. CBI is uniquely positioned and qualified, with our comprehensive platform and our team of industry experts.

CBI is a certified woman-owned business with headquarters in Grand Rapids, Michigan.



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KEY SERVICES

- TEM / EMM Managed Services
- Wireless Help Desk
- Wireless Order Desk
- Audit Projects - Telecom, Software and Utility
- Monthly Bill Review
- RFP and Sourcing
- Telecom Project Management
- Tone and Tag
- Asset Identification (Network and Hardware)
- BYOD / Wireless Policy Evaluation
- Special Projects

EFFICIENCY FIRST® SOLUTION CERTIFICATION

CBI was first awarded the prestigious Efficiency First® Solution Certification in November 2014. CBI's TEM Lifecycle and Enterprise Mobility Management solutions have been successfully recertified through March 2020

During the extensive Efficiency First® Solution Certification program, the alignment of CBI's fixed and mobile telecom management services was evaluated against the Efficiency First® Framework, a disciplined, best practice-driven approach to managing fixed and mobile telecom environments.

CBI's solutions were certified for alignment with the Efficiency First® Framework Model principles supporting fixed and mobile telecom management activities as follows:

Fixed Telecom Service Management Solution Alignment:

- Asset Inventory Management
- Auditing
- Budgeting & Forecasting
- Business Analysis
- Change Control
- Contract Management
- Disaster Recovery
- Exception Management
- Governance
- Help Desk
- Invoice Processing
- KPI Measurement
- Network Design
- Optimization
- Policy
- Project Management
- Regulatory Compliance
- Reporting
- Risk Management
- Security
- Service Delivery
- Service Inventory Management
- Service Ordering
- Sourcing & Procurement
- Strategy



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Mobile Telecom Service Management Solution Alignment:

- Asset Inventory Management
- Auditing
- Budgeting & Forecasting
- Business Analysis
- Change Control
- Contract Management
- Disaster Recovery
- Exception Management
- Governance
- Help Desk
- Invoice Processing
- KPI Measurement
- Mobile Application Management
- Mobile Content Management
- Mobile Device Management
- Network Design
- Optimization
- Policy
- Project Management
- Regulatory Compliance
- Reporting
- Risk Management
- Security
- Service Delivery
- Service Inventory Management
- Service Ordering
- Sourcing & Procurement
- Strategy

KEY STRENGTHS

AOTMP Perspective

AOTMP identified several notable strengths during the Efficiency First® Solution Certification program:

- **Account Management:** CBI provides clear and realistic expectations to prospects and clients regarding implementation processes and time frames, which signals mature solution delivery and support capabilities reinforced by experience.
- **Audit:** CBI conducts thorough telecom audits and examines all optimization opportunities to ensure clients receive the best financial return, whether the engagement is a one-time contingency audit or ongoing managed service.
- **Inventory:** CBI establishes and maintains a complete service and feature level inventory and provides detailed monthly invoice-to-inventory and invoice-to-contract compliance validations in the invoice processing workflow.
- **Reporting:** CBI delivers robust reporting and telecom environment information through its contingency audit services that establish a comprehensive baseline for telecom expense management.
- **Processes:** The business process focused operations, delivery, implementation, and continual feedback loops are well defined and are likely to drive positive customer experience results.



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Enterprise Perspective

CBI Telecommunications Consultants' clients identified financial and operational benefits gained by the business relationship. Clients specifically cited cost savings, cost avoidance and positive bottom line returns as financial benefits realized. Operational benefits cited include mobile support efficiencies, freeing up internal resources to focus on other internal initiatives, and streamlined telecom management processes. Clients also cited CBI Telecommunications Consultants' wireless technology knowledge and contract negotiations knowledge as specific factors that led to clear engagement value.

Efficiency First® Solution Certification

AOTMP Efficiency First® Certified Solution status is achieved by vendors that complete a certification program. The Program consists of evaluation and scoring elements in which the vendor's solution capabilities are evaluated for alignment with AOTMP's Efficiency First® Framework, a disciplined, best practice-driven approach to managing fixed and mobile telecom environments.

Solution capabilities are then analyzed and scored against a standardized Efficiency First® Vendor Solution Certification scoring scale, using performance data collected from the vendor and client performance ratings collected directly from the vendor's clients.

AOTMP Efficiency First® Certified Solution vendors possess solution capabilities aligned with Efficiency First® Framework principles and are likely to positively impact the efficiency of an enterprise's fixed and mobile environment and their adoption of the Framework.