



CATEGORY

Managed Services

REGIONS SUPPORTED

North America

YEAR FOUNDED

1989

CORPORATE HEADQUARTERS

Greenville, NC

CONTACT

1655 E Arlington Blvd.
Greenville, NC 27858

www.ostcm.com
+1 252-931-0222
info@ostcm.com

Certification effective May 2018

Efficiency First® Certified Solution Vendor Profile

ONE SOURCE COMMUNICATIONS

One Source Communications helps businesses simplify a complex technology world through Communications Lifecycle Management, Managed Mobility Services, IT Services, and Field Services. One Source is the leading provider of fully managed Telecom and IT solutions for mid-market enterprises. Today, One Source manages more than 1,000 customers, 20,000 business locations, and over one million assets. In addition to traditional Telecom / Wireless Expense Management services, One Source provides 24/7 local helpdesk, procures and provisions telecom/IT, and handles all services requests. One Source is uniquely structured and resourced to support middle-market enterprises with \$100,000 to \$25 million in annual telecom spend, often generating triple-digit return on investment.

KEY SERVICES

- Communication Lifecycle Management
- Managed Mobility Services
- IT Expense Management
- IT Services
- Fixed & Mobile Order Management
- Expense Management and Bill Payment
- Implementation Management
- Inventory Management
- Cost Management
- Technical Support
- IT Network & Infrastructure Management

SERVICES OVERVIEW

One Source's fully managed approach means people, not software, handle all aspects of the wireline communications lifecycle and all facets of mobility. This covers expense management and bill pay; usage optimization and cost recovery; portfolio optimization, and sourcing and procurement; location addition/divestiture management, and 24/7 service and support/help desk. One Source focuses on results for its clients and staffs the head count to achieve them. The company even dedicates one-third of its teams to help desk, one-third to ordering services, and another one-third to project management. This is to ensure that there is no scrambling to help clients, and staff are experts at what they do. One Source's latest Net Promoter Score of 90, and its 99 percent retention rate, both speak to high customer experience levels.



EFFICIENCY FIRST® SOLUTION CERTIFICATION

During the extensive Efficiency First® Solution Certification Program, One Source Communications' alignment of its Communications Lifecycle Management, Managed Mobility Services, and IT Expense Management services were evaluated and certified against stringent Efficiency First® Framework principles; performance and client experience were also evaluated and scored.

One Source Communications' Communications Lifecycle Management, Managed Mobility Services, and IT Expense Management solutions were certified for alignment with the Efficiency First® Framework Model 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

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: One Source Communications puts a great deal of emphasis on its customer service practices and clients respond positively.

Managed Services Experience: Clients place high value in the consistency of quality interactions with One Source Communications and the knowledge of its team. The teams deliver and delight according to its clients.

Maturity & Focus: One Source Communications has a clear vision for its company and stays true to its strength – delivering managed services with its Communications Lifecycle Management, Managed Mobility Services, and IT Expense Management solutions.

Solution Configurations: The company's solution configurations and inclusive pricing strategy is very market friendly and easy to understand with robust services included for a single price.

Client Impact Philosophy: One Source Communications believes in delivering results, not reports. This philosophy aligns actions with performance results that delivers business impact to clients.

Enterprise Perspective

One Source Communications' clients identified financial and operational benefits gained by the business relationship.

Clients specifically cited cost savings and cost optimization benefits that delivered positive financial impact. Clients indicated a high degree of confidence that they received the best service-to-cost performance from vendors as a direct result of One Source Communications' efforts.

Operational benefits cited by clients include reductions in internal staff requirements, support and response efficiency, and simplification of telecom management. Bill consolidation and simplified reporting were frequently cited as operational value drivers.



Efficiency First® Solution Certification

AOTMP Efficiency First® Certified Solution status is achieved by vendors that complete a certification program. The Program consists of diagnostic 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 telecom, mobility and technology environments.

Solution capabilities are then analyzed and scored against a standardized Efficiency First® Vendor Solution 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 telecom, mobility and technology environment and their adoption of the Framework.