Case Study: Improving Voice Cost Control and Telecom Expense Management

For a Leading South African Bank

Client Overview

The client is a leading South African bank with a complex telecommunications environment spanning more than 800 branches, corporate offices, call centres and central management functions. With voice infrastructure distributed across a large operational footprint, the bank needed a more effective way to manage usage, control costs, improve reporting accuracy and create visibility across branches, regions, divisions, users, managers and cost centres.

The Challenge

The bank required greater operational control and financial visibility across its voice and telecommunications environment.

- Limited visibility into voice infrastructure, usage and related costs.
- Difficulty allocating costs accurately across branches, users, cost centres, divisions and managers.
- Manual reporting processes that increased administrative effort and slowed decision-making.
- Limited ability to identify inaccurate, unauthorised or non-business-related usage.
- Reduced visibility across branch staff, mobile devices, fixed-line services and BYOD-related activity.
- A need to reduce unnecessary telecoms spend while improving governance and accountability.

The Solution: OneView® Telecom Expense Management for Voice Cost Control

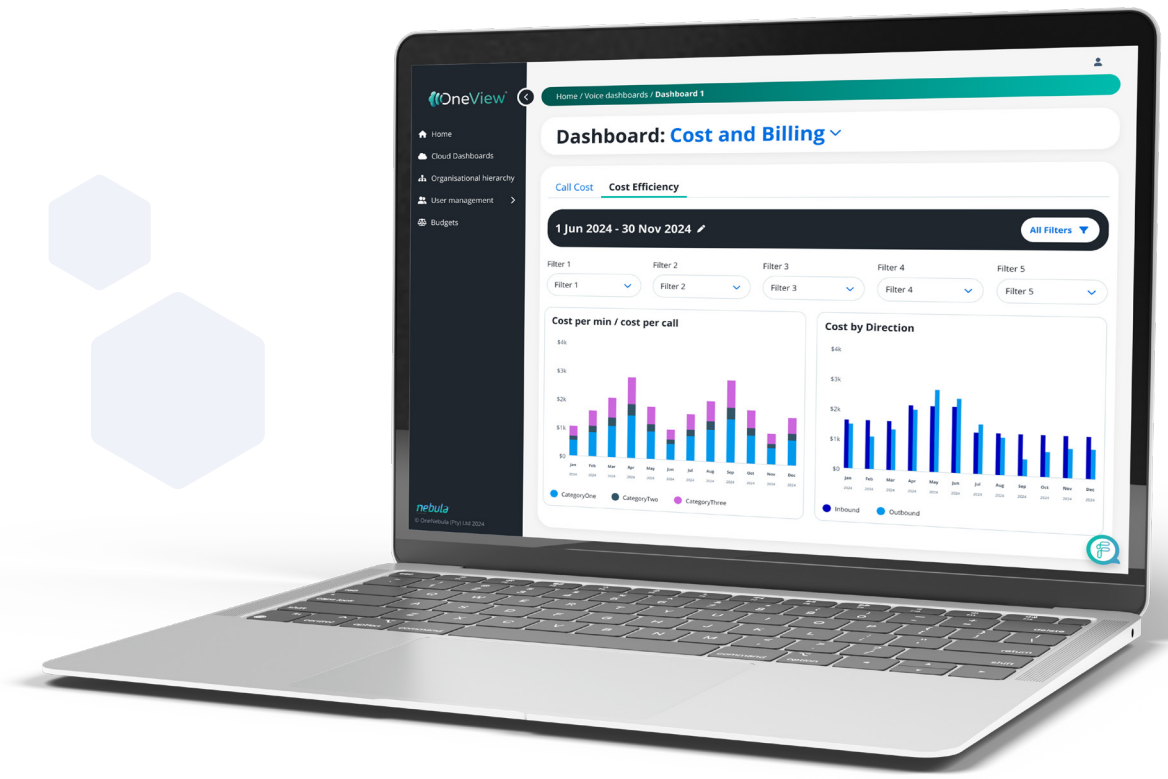
OneView® was implemented to provide a centralised digital view of the bank's voice and telecommunications infrastructure. The platform consolidated infrastructure, usage, cost and reporting data into a single management layer, enabling the bank to improve visibility, strengthen operational control, identify inefficiencies and manage voice-related spend with greater accuracy. Through OneView®, the bank moved from fragmented, manual telecoms expense management to a structured, data-driven model for cost control, reporting and accountability.

Key Capabilities Delivered

Capability	Value Delivered
Visibility and Operational Control	A centralised view of the voice environment across branches, users, regions, divisions, cost centres and managers. This showed what services were installed, where they were used, how costs were generated and where intervention was required.
Cost Allocation and Reporting	More accurate reporting and cost allocation across branches, users, cost centres, divisions, regions, extensions and management hierarchies. This helped the bank assign costs more accurately and improve financial accountability.
Usage Monitoring, Cost Control and Savings	Usage monitoring helped identify inaccurate, unauthorised or unnecessary costs. Teams could reduce avoidable spend, improve cost control and align voice usage to business requirements.
Operational Efficiency	Centralised reporting reduced reliance on manual processes, improved reporting speed and helped managers make decisions based on accurate usage and cost data.

Business Impact

Through the implementation of OneView®, the bank achieved measurable improvements in cost control, operational efficiency and reporting accuracy.



29%	63%	25%
Cost savings in voice	Reduction in manual tasks	Decrease in call values where accurate business call categorisation was followed

- Improved visibility into voice infrastructure, activity and usage.
- Improved ability to detect and correct inaccurate or unauthorised costs.
- Better allocation of costs across branches, regions, divisions, cost centres and managers.
- Stronger operational control across a complex telecommunications environment.

Conclusion

Through OneView®, the bank gained the visibility, reporting structure and operational control needed to manage a complex voice and telecommunications environment more effectively. By consolidating infrastructure, usage and cost data into a centralised management layer, OneView® helped reduce unnecessary spend, improve reporting efficiency and support better financial decision-making across more than 800 branches and related business functions.

Looking Ahead

With OneView® in place, the bank is better positioned to continuously optimise telecoms costs, improve cost allocation, strengthen operational governance, increase infrastructure visibility and simplify telecoms expense management across branches, regions, divisions and managers.

About OneView®

OneView® is a technology cost management platform that gives organisations one governed view of spend across cloud, telecoms, SaaS and legacy infrastructure. By consolidating cost, usage, contract and budget data into a single platform, OneView® helps IT, Finance, Procurement and business leaders improve visibility, cost allocation, forecasting, governance and optimisation. Its modular architecture allows organisations to solve the cost challenge they face today, such as voice, mobile, network or cloud cost management, while scaling toward broader financial control across the full technology estate.

Speak to a Cost Optimisation Consultant today!

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