

# ONEVIEW™ ENABLES MAJOR OPERATIONS AND TECHNOLOGY COST MANAGEMENT FOR SA BANK

## ▶ THE CLIENT

Assisting a leading SA bank with over 800 branches with their branch operations and cost management.

**800 BRANCHES**



## ▶ WHAT DID THE CLIENT NEED?

### OPERATIONAL

The client had limited control and visibility of cost and service deployment within their branches. Nebula assisted them to manage their technology infrastructure usage, performance and cost as well as give them enhanced visibility into their environment.

### MOBILE

With a mobile workforce the employees of one of the largest banks in SA that operate remotely had to spend their time on manually undertaking monthly claim-backs for business-related usage on their private devices (BYOD – Bring Your Own Device).

## 1. ▶ HOW DID NEBULA HELP?

Nebula's OneView solution was deployed to provide a digital view of the entire telecoms environment. A reporting structure was developed that made it possible for each regional manager to see the cost and services connected to his/her applicable branches. Monthly customised branch- & manager level reports allowed the client to make sense of usage and spend trends and provides:



Overview of all services installed as well as usage thereof

Operational control

Operational simplification

Accurate financial and decision support

Environment exceptions

Nebula assisted in providing a mobile strategy based on the need of the client whereby the corporate liability of the client is reduced (i.e. fewer mobile corporate contracts), while still enabling the users to work undeterred by the cost implications thereof

Due to our track record and experience in this sector, Nebula was able to provide the research as well as insights from similar business cases.

• Increase visibility  
• Automate tasks • Optimise costs

Nebula eliminated the need for users to manually work through their itemised billing on a monthly basis to identify business-related calls for claim back.

## 2. ▶ What We Solved

Through the engagement, Nebula was able to identify direct as well as indirect costs that could be optimised

OneView provided a detailed breakdown of their infrastructure and the cost related to it

Visibility of infrastructure can be seen and what is inactive which can be cancelled

Inaccurate and unauthorised costs were corrected or removed

OneView monitors usage and in doing so reduces expenditure

The client only pays for infrastructure that is contracted as well as what is deployed in their environment

## 3. ▶ Types of reports generated by OneView.



Site Expense reports provided a breakdown of usage per call type i.e. all mobile, international, local, special services and long-distance calls



These reports showed the branch's total usage and rental spend including all discounts and other costs incurred (i.e. Installations, call-out costs, etc.) This is shown with a comparison of the past 2 months



The expense reports are system driven and is emailed to each branch monthly on an agreed date



The report gave overview of all Infrastructure installed at the site and the associated costs and line descriptions



Client's Active Directory was imported into Nebula's BYOD reporting system in order to identify 'known numbers' which were called from branches as well as 'unknown' number which could indicate abuse



Reports displayed detailed cost of the most expensive calls, longest duration calls and most frequently dialled numbers

### Regional/Divisional Manager Reports



### Manager Report Hierarchy

Monthly branch/site Expense reports (above) rolls-up to a Regional Manager report, which summarises the total monthly spend for all the branches in the Regional Manager's region

These Reports roll-up according to the Client's operational management hierarchy in order to give increased transparency of Branch expenditure from the branch up to Executive level

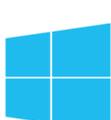
## THE RESULT

Cost saving of **R 8.4mil**

**29%** cost savings in voice

**63%** reduction in time spent on manual task

As accurate business calls could now be claimed, overall claim values decreased by **25%.**



OneView™ is a Microsoft Gold Certified cloud Product. With Microsoft Azure cloud services, OneView can fully leverage the advantages of the cloud to provide our clients with a high performance, scalable system that enables next generation telecoms and business innovation.