

## ING BELGIUM: TEM as part of cost containment program



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*In 2012, as part of its cost containment program, ING Belgium launched a telecom expense management project for fixed voice, mobile voice and mobile data services.*

*The purpose of the project was to look for a partner with the required expertise and tooling to perform, in a recurrent way, the following services: detailed invoice checking and providing input for dispute handling, cost optimisation by optimal subscription selection, trend identification, identification of misuse & anomalies and benchmarking.*

## WHY TAM TAM ?

In order to build a business case for a recurring TEM service, ING focused in a first step on a one time audit of the in scope telecom expenses. The final report confirmed the business case and resulted in the procurement of a recurring TEM service.

The criteria on which ING finally decided to select Tam Tam Consulting for this partnership were the following:

- ✓ no nonsense approach;
- ✓ common wish to establish clear agreements & expectations upfront in a true partnership approach;
- ✓ strong commitment to planning, budget and quality;
- ✓ expert knowledge of the local telecom market & regulations;
- ✓ agile & flexible approach in the contracting phase;
- ✓ easy to work with;
- ✓ high performance online tooling & reporting;
- ✓ good references in corporates with similar size and scope of services.

## RESULTS

- ✓ Positive cooperation between ING Belgium and Tam Tam Consulting
- ✓ Quick turnaround time – from start to delivery in less than 2 months
- ✓ Fixed voice & wireless environment well managed by ING Belgium
- ✓ Identification of additional savings as a result of in-depth provider, technology & market expertise, detailed spend analysis and Tam Tam Consulting tooling
- ✓ Projected savings are quick wins and relatively easy to implement