

# Federal Strategic Sourcing Initiative Wireless Telecommunications Expense Management (TEM) Services

## General Services Administration

Contract Number: GS07T08BGD0003

Period of Performance: January 2008–January 2010  
(with three 1-year options)

Rapid adoption of wireless and mobile communications to support mission objectives in operational, strategic, and tactical environments has created new challenges for many organizations. Unlike wireline services, which have reliable controls in place, wireless services and devices acquisition is often highly decentralized, with limited awareness of actual spending levels and asset inventories. Organizations need to define their telecommunications strategies to support their business strategies. The TEM contract establishes a common procurement vehicle through which all government agencies can procure and use wireless services to help lower total costs associated with wireless services and bring greater efficiencies to the management of wireless resources.

### The Booz Allen–ProfitLine Team Advantage

Booz Allen Hamilton, working with ProfitLine, the longest tenured supplier of wireless TEM services to the Federal Government, helps our clients realize substantial savings, better capabilities to monitor costs, and operational efficiencies. We work with our clients closely to ensure your success.

Booz Allen offers our clients the most efficient and lowest risk approach to achieving cost savings through wireless TEM services and operational insight gained through business intelligence. We offer a comprehensive suite of Business Process Outsourcing (BPO) services that manage wireless telecommunications assets throughout their lifecycle. Inherent in our wireless TEM services is the integration of program and project management functions.

Together, Booz Allen and ProfitLine offer our clients the following advantages:

- **A Proven Record of Supporting the Full Lifecycle of BPO Programs.** We apply our collective experience and best practices gained from our work with more than 50 companies and government agencies in developing strategic sourcing strategies.
- **Long-Term Support to Federal Wireless Program Offices.** We have established and supported wireless program offices at the Departments of Homeland Security, the Treasury, and Justice. We maintain a national program management infrastructure, supported by certified project managers, that can simultaneously service multiple agencies and locations.

#### About Booz Allen

Booz Allen Hamilton has been at the forefront of strategy and technology consulting for more than 90 years. Providing a broad range of services in strategy, operations, organization and change, information technology, systems engineering, and program management, Booz Allen is committed to delivering results that endure.

#### For more information contact

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## Wireless TEM Services

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- **Successful Transition to New Telecommunications Services and Contracts.** We have successfully managed and supported some of the largest telecommunications programs in the Federal Government. We understand the complexities of the Network contract and have a proven methodology for transition.
- **Insight into Wireless Technology and Vendor Trends.** We continuously monitor and test emerging technologies and track the evolution of commercial networks and vendor products. This unique industry perspective helps organizations select the best products and plans and maximize the functionality of their wireless communications assets.
- **Experienced Wireless Telecommunications Experts and Management Professionals.** Our seasoned staff offers in-depth understanding of wireless industry best practices, agency-specific domain knowledge, telecommunications contracts, wireless technology trends, vendor product roadmaps, and wireless carrier network enhancements.

### Service Offerings

Booz Allen and ProfitLine are committed to our clients' missions. Our services include:

- **Program and Project Management.** We employ industry best practices and lessons learned to ensure successful and on-time delivery of our services and deliverables.
- **End-User Help Desk Support.** We deliver a full range of activities to help end users obtain and maintain wireless devices and services.
- **Wireless and Mobility Policy and Standards Governance.** We develop and implement organizational policies and the technology framework to enforce operational, financial, and security controls.
- **Rate Plan Optimization and Contract Optimization.** We analyze your spend and contract options, recommending measures that could decrease your expenses and/or increase performance.
- **Invoice Management and Dispute Recovery.** We identify and resolve billing discrepancies through invoice management and audit of carrier invoices.
- **Device Disposition and Disposal.** We develop and implement wireless device disposition, replacement, sale, exchange, and disposal processes that integrate with inventory management systems and agency property management processes.
- **Ordering, Asset Management, and Inventory Tracking.** We employ COTS software with rules-driven policy enforcement to manage the procurement and inventory of wireless devices, services, and accessories.

