

# SAN FERNANDO VALLEY BUSINESS JOURNAL

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## Women IN BUSINESS

### Benefits of Telemanagement Services

By Sharon Woods

As telecommunications services have become more critical to businesses over the last 10 years, the complexities of managing these same services have also increased tenfold. In addition, with the growing importance of the network to your business in general, having a company who can manage your overall communication services is just smart business. Having a Telemanagement company allows you to focus your time on your core business rather than worry about technology and communication services.

Because of this need for expertise, companies offering Telemanagement services have cropped up to serve both small and large businesses. While that need may differ between small and large business, one thing is for sure, having one company that you can rely on to solve your business critical communication issues will save you money and time.

Telemanagement services are typically offered by smaller communications carriers who know what customers need and without all the bureaucracy and red-tape the big Carriers have. Telemanagement tasks are the ones that you and your staff

probably complain about doing the most. The tasks can be a resource drain on a company's staff. Calling one of the big Carriers to inquire about something on your bill or making a small change to your service can be daunting; something more complex is next to impossible. You can spend amazing amounts of time going through their automated attendant prompts and still never get to speak with a person who can actually help you. Telemanagement service companies offer a single point of contact when you have a question or problem and the better ones will offer you a live friendly voice to assist you when you call.

Adds, moves or changes to technology and services, questions on a bill, ordering new service or features on existing services as well as troubleshooting problems are all considered "telemanagement" activities that can be "outsourced" to a Telemanagement Services company very inexpensively for both small and large companies.

For companies that have multiple locations Telemanagement Services can really take the hassle out of trying to manage multiple locations from the IT department or corporate headquarters. Telemanagement service companies specialize in managing multiple sites and can develop and manage an inventory for every line or broadband service at all locations. When a remote office needs to make changes to their telecom services, such as adding or removing lines or features, the Telemanagement services company will coordinate

and manage these changes.

Checklist for evaluating a Telemanagement Services Partner

- Provides a single bill that consolidates communication services
- Provides management reports
- Provides single point of contact for all communication services (includes data network and telecommunication)
- Offers fast friendly service, expertise in the field, and acts as a reliable confidant
- Has been in business for more than ten years
- Is up on new technologies (like VoIP) and knows when you will benefit from them and when you won't
- No charge for their service

By working with a Telemanagement service company your staff will be able to concentrate on their core business activities and be confident that professionals are looking after your communication needs to ensure not only you are getting the best value, but you have the proper services to support your business.

*Sharon Woods is President & CEO of ITS – Integrated Telemanagement Services. ITS has been providing Telemanagement services since its inception in 1990. Sharon's expertise in the industry comes from years of studying the industry and keeping ITS at least one step ahead of the many changes that technology has brought to the communications industry. ITS can be reached at 805-520-7020 or by visiting [www.its-omni.com](http://www.its-omni.com).*



To learn more about how your business could benefit from ITS Telemanagement Services call 1-800-876-4ITS today!

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