SUMMARY

Gartner Market Guide for Telecom Expense Management Services

Featuring the MetTel Portal, Powered by Bruin

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Key Findings

Large multinational corporations (MNCs) with more than $1 billion in revenue and complex telecom expense management (TEM) needs represent almost two-thirds (62%) of Gartner's TEM-based end-user inquiries.

According to a Gartner end-user survey, enterprises are utilizing TEM to take control of cloud, mobile, wireline TEM and emerging Internet of Things (IoT)/machine-to-machine (M2M) inventory and costs.

Enterprises are moving toward fully managed and outsourced TEM services delivered with cloud-based TEM applications. This is driven by digitization trends placing greater pressure on enterprise resources and governance to control budgets and services associated with managing communications, cloud-based applications and infrastructure, and emerging IoT services. Although many organizations manage their IT and telecom estates internally, complexity is rising, therefore challenging internal enterprise entities to control costs efficiently.

Enterprises are showing exploratory interest in vendors' ability to track services, costs and inventories associated with UCaaS, IaaS, PaaS, storage, IoT and other IT assets, in addition to fixed and mobile, from a single platform. Several vendors such as Cass Information Systems and MDSL are deepening their cloud capabilities. This is a key trend because vendors can provide detailed information on usage and costs on next-generation services, such as IaaS and PaaS, in addition to tracking SaaS licenses, applications or redeployments.

SUMMARY

Product Name
MetTel Portal, Powered by Bruin

Main Geographic Coverage
North America

Total Spend and Devices Under Management
$1 billion in spend and more than 500,000 devices/lines

Typical Enterprise Size, Telecom Spend and Devices Under Management
Midsize to large North American enterprises, government agencies and U.S.-based MNCs, expanding internationally with annual spend from $250,000 up to hundreds of millions; and from 300 devices upward per month

Fixed, Mobile, IoT/M2M, SaaS, IaaS
Yes

Other
Network monitoring, SD-WAN integration, UCaaS and switch integration, utilities, fleet management, and other IT asset tracking

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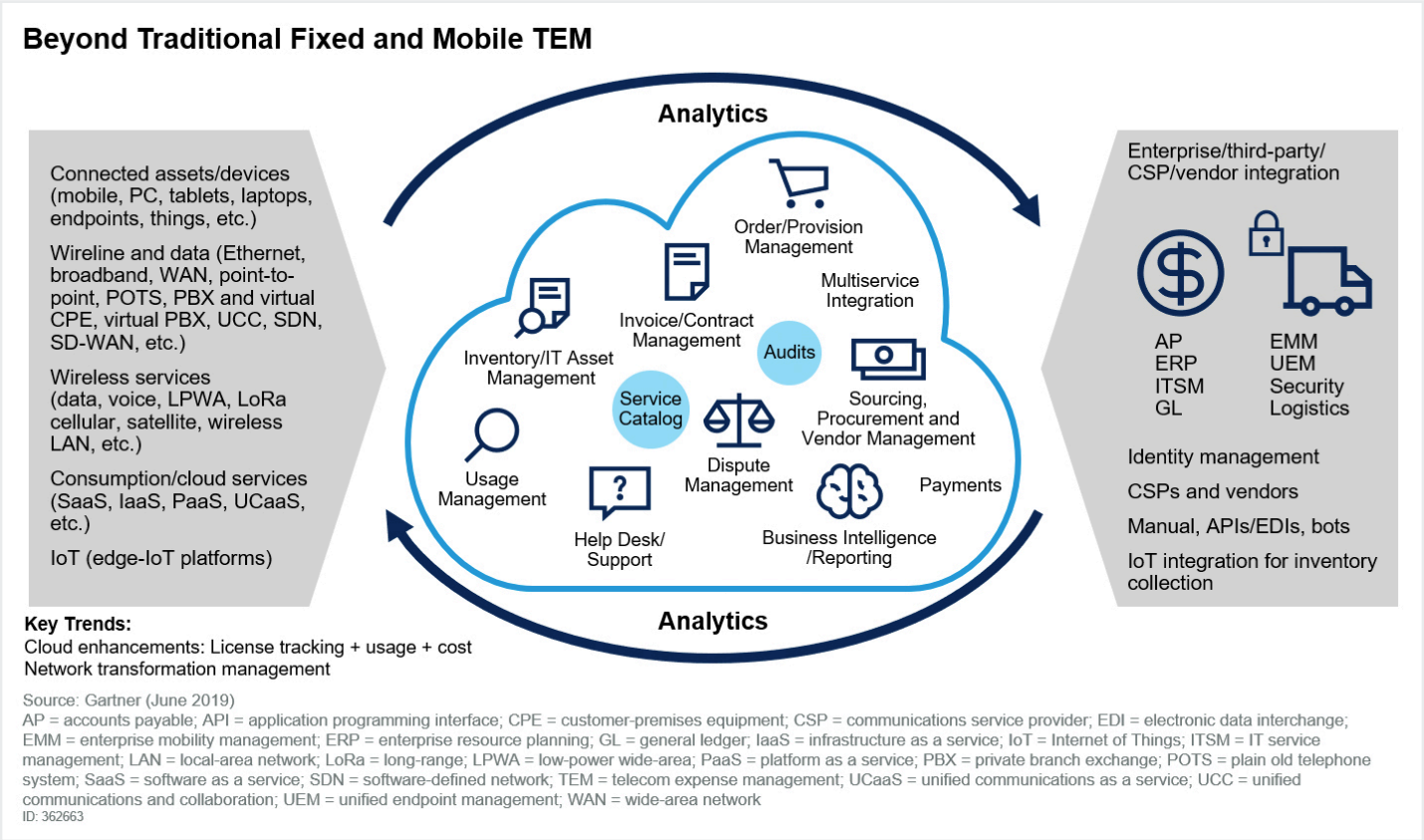

About Bruin

Initially developed for technology solutions provider MetTel, Bruin independently launched its offering in 2018 after successful implementation for a large U.S. government federal agency and commercial enterprises.

Bruin offers midsize and large, complex North American-based enterprises and government agencies communications (wireline, wireless, IoT and IaaS); fully managed services for financial control; and operations for telecom services, including service optimization. Bruin has over 1,500 customers, of which 100 are MNCs. Bruin has more than 50 employees.

The automated platform provides actionable insights, automated trouble ticketing, bill processing and payment, synchronized provisioning, inventory management, and integrated approvals with smart routing. The platform offers role-based access; reporting and contract-driven, quote budgeting; rate registration; and user, location and contract management capabilities. Bruin's public APIs enable integration with SAP, ServiceNow, Atlassian (Jira Software) and Remedyforce, among others.

Bruin enables full visibility into smartphones, landlines and software licenses for asset tracking and identification of misuse and anomalies. It is adding algorithms and AI to predict spend, and Bruin has deployed a web-based, tablet-friendly app for anytime, anywhere Bruin access. The platform provides detailed recommendations for simplifying telecom management, and it has added enhanced SD-WAN integration for real-time updates and availability on end customers' networks.

For more info, contact your MetTel agent or visit mettel.net.

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