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# The 45% Problem

A ten-minute bill self-audit for multi-site companies

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Most companies with 20 or more locations pay for technology they do not use. Not because anyone is careless, but because nobody owns the bill. The carrier invoice is 40 pages, the phone system renews itself, the mobile plan was set up by someone who left, and the network contract has a rate that was negotiated for a company half your size. This guide is the ten-minute version of the review RSI runs for clients.

## The 45% problem

When RSI rebuilt one multi-site client's carrier contract line by line, 45% of the monthly bill was fees, surcharges and services nobody could name. Only about 55 cents of every dollar bought something the business used. The rebuilt contract came in 25% lower per location, with more bandwidth, and the five-year difference was more than $3.2 million. That client is not unusual. The pattern shows up in construction, retail, healthcare and hospitality, at 20 locations and at 600.

## Ten minutes, five questions

1. Pull one month of invoices: internet and circuits, network, phone system, mobile, and any 'managed services' line. If it takes more than a day to find them all, that is finding number one.
2. Count the lines. How many circuits, phone numbers and mobile lines are you paying for, and how many can your team actually place at a working location or a current employee? A 10% gap is normal. A 25% gap is money.
3. Find the renewal dates. Any contract that auto-renewed in the last 24 months without a competitive quote is priced for the vendor, not for you.
4. Separate service from fees. Add up every line that is a surcharge, a regulatory fee, an equipment rental, a 'service assurance' or a 'maintenance' charge. Divide by the total. Above 20% deserves a second look. Above 35% is a project.
5. Ask who owns it. Name the one person accountable for the technology bill. If the answer is 'accounting' or 'IT, sort of', nobody owns it.

## What to do with the answers

- Two or more findings: you have a reconciliation project worth doing before the next renewal, and it pays for itself in the first quarter.

- A renewal inside 12 months: do not sign the extension. Competing the contract is the single largest lever, and the incumbent will usually match the market rather than lose the account.
- Nobody owns the bill: that is the CIO's job, and it is the first thing a fractional CIO fixes in week one.

## The 10-Day Bill Review

Send RSI one month of invoices under a mutual NDA. Within ten business days you get a reconciled map: every line, what it is for, what it should cost, which contracts to compete and in what order, and a one-page summary you can take to your CFO or your board. No pitch deck. If the review finds nothing, you will hear that too.

Start at https://ravisphere.com/#start or email lamar@ravisphere.com. Lamar Dunn is RSI's founder and principal advisor; clients include a multi-hundred-store retailer and aging-services agencies.

## Checklist: what to gather

- Internet and circuit invoices (all carriers), one month
- Network or SD-WAN managed service invoice
- Phone system invoice (cloud or on-premises) and the contract
- Mobile carrier invoice with the line detail
- Any 'managed IT' or 'service assurance' invoice
- Contract end dates for each, if known

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