

TeleManagement Forum

**Company:**

A global, non-profit telecommunications organization with more than 400 members, including AT&T, BT, Hewlett-Packard, Deutsche Telekom, Motorola, Cisco Systems, Nokia, and NASA.

Location:

Morristown, New Jersey

Industry:

Communications

Problem:

TM Forum wanted to mesh its global financial operations, connecting the New Jersey headquarters with its subsidiary and satellite locations in Europe and Asia. Rapid expansion called for a scalable Web-based solution with advanced reporting and business process automation capabilities.

Solution:

TM Forum chose Intacct's suite of Web-based financial applications to manage its subsidiaries and satellites. Key considerations in the selection of the Intacct solution included:

- Multi-entity functionality
- Multi-currency consolidation
- Real-time business intelligence
- Advanced financial reporting
- Business process automation
- Scalable infrastructure

Result:

With staff in the United States, United Kingdom, Ireland, France, Greece, Malaysia, and China, TM Forum uses Intacct to consolidate multiple currencies and review real-time financials across all operations using a Web browser.

“Working with telecom and technology leaders, such as AT&T, BT, Lucent and Cisco, we are expected to adopt the most effective business solutions available today. With Intacct’s on-demand solution, TM Forum can effectively use the Web to manage a distributed global organization and multiple currencies.”

Jim Metzger, CFO, TeleManagement Forum

Problem

With subsidiaries and satellite offices in the United States, United Kingdom, Ireland, France, Greece, Malaysia, and China, TM Forum needed to fuse the financial operations of its sprawling organization.

The 15-year-old trade group sought a Web-based ERP solution to simplify IT requirements and reduce capital expenditure associated with packaged software and in-house systems. Functionality, however, could not be sacrificed. TM Forum would need to handle multiple currencies, custom reports, and collaboration among remote staff in multiple entities around the world. And with a growing influence as well as presence around the globe, scalability and business process automation also became key requirements.

Solution

To manage the financials of its global organization, TM Forum selected Intacct's suite of on-demand financial management applications—the only Web-based solution to combine multi-entity and multi-currency consolidation.

Through Intacct, TM Forum can manage the financial operations of all its subsidiaries. Business managers can do side-by-side comparisons and top-to-bottom reviews to gauge the organization's financial health. Reports, tailored to any specifications, are immediately available to view online by authorized personnel. And recurring transactions are automated.

“Intacct gave us the robust functionality you expect of major software brands such as Microsoft and Oracle, but at a fraction of the price,” said Jim Metzger, CFO of TM Forum. “Financial software as a service alone wouldn't solve our problems. Intacct allows us to manage a global, diversified organization over the Web.”

Result

Real-time business intelligence available in Intacct's solution helps TM Forum run a dynamic operation. Executives, whether in China, France, or anywhere in between, can immediately see reports posted by TM Forum staffers in the New Jersey head office.

Juggling the financials of a network of international units can be time-consuming and error prone. Intacct enables TM Forum to perform multi-entity consolidations in multiple currencies. Intacct's solution also saves TM Forum time and money by automating recurring processes such as accounts receivable and vendor invoices.

“Intacct's solution lowers the cost of ownership and speeds up the implementation process,” said Metzger. “Paying a monthly usage-based fee helps us align IT costs with the overall business objectives. And timely upgrades of new capabilities let us immediately benefit from emerging technologies.”

