



**Christian County Commission**

100 West Church St, Room 100  
Ozark, MO 65721

Meeting: 07/18/19 08:55 AM

Department: County Clerk

Category: Meeting Items

Prepared By: Madi Hires

Initiator: Madi Hires

Sponsors:

**SCHEDULED**

**MEETING ATTACHMENTS (ID # 5084)**

DOC ID: 5084

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## Meeting Attachments

**ATTACHMENTS:**

- Kloppe Telecommunications Presentation (PDF)



Although flexible, Kloppe Associates has developed a process that encompasses all aspects of a thorough audit and analysis so that our customers are assured that they are free from billing errors and on the most cost effective rates available. A summary of our program follows:

### **Telecommunications Expense Management (TEM) Program**

Kloppe Associates' TEM program is an audit and analysis of all of the client's telecommunications services and charges. Our program provides the assurance that your company is not overpaying for your telecom services. Your project will be managed by competent professionals with only your best interest in mind. Take advantage of our combined 60+ years of telecommunications industry experience to make sure that every savings opportunity is carefully considered.

### **Analysis & Evaluation**

In this phase, Kloppe Associates audits and analyzes all telecom bills, services, customer service records and traffic on the lines. Contract reconciliation is performed to verify correctness of rates and charges. Network configuration is analyzed and documented. Request for Proposals (RFP) are prepared and sent to the carriers. Vendor proposals are evaluated.

### **Present Formal Report**

Next, the formal report will be presented and reviewed in person. The report will include documentation of billing errors found, refund/credit adjustments, current inventory of lines/charges, recommendations on specific ways to reduce expenses, analysis of vendor proposals, traffic study data, and savings potential.

Client approval is obtained to allow Kloppe Associates to implement the recommendations. No recommendations are implemented without client approval.

### **Implementation**

Kloppe Associates handles all implementation and coordination of changes. In this phase, we perform contract negotiations of the chosen vendor, place orders, coordinate physical changes with all vendors, follow up on changes, troubleshoot any service or billing issue, place orders cancelling previous services, etc.

### **Measure and Verify Savings**

For the length of our agreement under the TEM plan, Kloppe Associates will review the monthly telecom bills to be able to provide documentation of actual / measured savings and to catch any problems as they arise.

### **Hourly Fee or Contingency Fee**

In addition to providing this service on a pre-negotiated hourly fee, we also offer our Contingency fee arrangement, which means you pay only if and when we are able to produce savings. Kloppe Associates shares in the actual, measured savings. If there are no savings, there is no fee for our services.



A more detailed description of our process follows:

**TEM Tasks:**

- **Data Gathering:**
  - Client issues, problems, interviews and requirements
  - Telecom bills
  - Copies of contracts
  - Telco Customer Service Records (CSR's)
  - PSC and Regulatory Data
  - Order traffic studies (pending approval if LEC charges for studies)
  
- **Analysis & Evaluations:**
  - Bills and CSR's
  - Contracts/tariffs/laws/taxes
  - Usage Patterns
  - Network configuration
  - Client requirements
  - Correct billing errors, apply for refunds & credits
  - Prepare & send Request for Proposal(s) (RFP)
  - Evaluate vendor proposals
  - Evaluate tariffed rate options
  - Analyze traffic studies
  
- **Present Formal Report:**
  - Document current expenses
  - Network architecture
  - Recommendations
  - Obtain client approval
  
- **Implementation of Approved Changes:**
  - Contract negotiations
  - Place orders
  - Coordinate physical changes
  - Follow up on changes
  - Troubleshoot billing/physical problems
  - Cancel previous service
  
- **Measure Savings:**
  - Verify changes on bills
  - Measure usage-sensitive changes
  
- **Invoice the Client:**
  - Provide documentation
  - Detail all savings



**Firm Profile:**

Kloppe Associates, LLC  
1745 Swan Cave Road  
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314-260-6318 Fax  
[Janice@KloppeAssociates.com](mailto:Janice@KloppeAssociates.com)

Established in Chadwick, MO in 2016. Previously with three independent consulting firms for almost 30 years before forming my own company.

**Principal to contact:**

Janice Kloppe  
Owner/CEO  
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**Ethics Beyond Reproach...**

Kloppe Associates adheres to very strict Codes of Ethics. We do not sell any other services or products nor do we accept any commissions or gifts from vendors. Therefore, all of our recommendations are made in your best interest. We are actively involved with the Society of Communications Technology Consultants International (SCTC). All of the members of Kloppe Associates sign the code of ethics for this organization on an annual basis.





### **Janice M. Kloppe, CCNT**

Janice is a Member of Kloppe Associates, LLC. She provides a wide variety of telecommunication and utility consulting services for clients. These services include: Telecommunications Expense Management (TEM) programs, Long Distance Evaluations and Request for Proposal (RFP) processes, Audit of Physical Network Inventories, Wireless Analysis and Solutions, Ongoing Telemanagement, Implementation of Client-Accepted Recommendations, Coordination of Physical Conversions, Contract Negotiations and Project Supervision through Implementation and Final Acceptance.

Janice has over 30 years of experience with clients who span all areas of the marketplace including educational organizations, general business markets, manufacturers, retail, hospitals, tenant dwelling companies, and non-profit organizations. Her past clients range in scope from single-site facilities to multi-location entities with locations that span the globe.

Janice has worked with hundreds of clients saving them millions of dollars per year with an average savings of 35% of their telecommunications spend.

Janice is a member in good standing of the Society of Communications Technology Consultants International (SCTC). She keeps current with the changes in the telecom industry through educational programs, seminars, workshops, white papers and networking. Janice has earned the Certification in Converged Network Technologies (CCNT).

### **Recent Projects:**

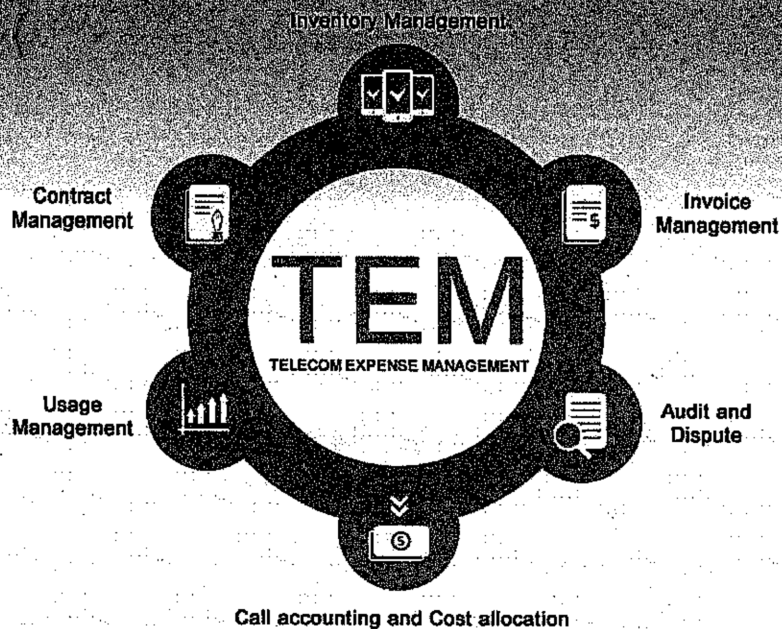
- Project Manager, telecommunications expense management for bank with locations in CO, NM, KS, MO; 80+ locations, inventory documentation, recommendations for savings, project manage voice and data network conversions to VoIP, disconnect old services.
- Project Manager, telecommunications expense management for real estate company; 67 sites, on-time, savings in excess of \$310,000.
- Consultant and Project Manager for expense reduction project for International manufacturer with multiple sites. Conducted complete evaluation of current environment, analyzed telecommunications bills and contracts, developed, distributed and analyzed RFP and responses, managed implementation of changes, continued to monitor bills for accuracy. Project on time; savings over \$2.7million.
- Consultant and Project Manager for client with 60 retail locations. Analyzed bills and contracts, created, distributed and evaluated RFP and responses; managed implementation of recommendations; monitored bills for accuracy. Project on time; savings over \$35,800.
- Consultant for expense reduction project for major law firm. Analyzed long distance expenses, created, distributed and evaluated RFP and vendor responses. Project on time; savings over \$ 410,000.



## Partial Client List

<b>Armstrong World Industries</b> Lancaster, PA	<b>Clayco</b> St. Louis, MO	<b>Phelps County Bank</b> Rolla, MO
<b>Ritenour School District</b> St. Louis, MO	<b>Ferguson Medical Group</b> Sikeston, MO	<b>Soft Surroundings</b> St. Louis, MO
<b>Indoff, Inc.</b> St. Louis, MO	<b>Scottrade</b> St. Louis, MO	<b>Pennfield Corporation</b> Lancaster, PA
<b>St. Louis Science Center</b> St. Louis, MO	<b>CPC Logistics</b> St. Louis, MO	<b>Essex Property Trust</b> San Jose, CA
<b>IMT residential</b> Sherman Oaks, CA	<b>Bensalem Public Schools</b> Bensalem, PA	<b>Discount Smoke Shops</b> St. Louis, MO
<b>Barry-Wehmiller Companies</b> St. Louis, MO	<b>Detroit Public Schools</b> Detroit, MI	<b>Pulaski Bank</b> St. Louis, MO
<b>Sunflower Bank</b> CO, KS, NM	<b>Jennings School District</b> St. Louis, MO	<b>Tech Electronics</b> St. Louis, MO
<b>Marcone Appliance Parts</b> St. Louis, MO	<b>Pulaski Bank</b> St. Louis, MO	<b>Webster University</b> St. Louis, MO





## Kloppe Associates' TEM program helps your organization by:

- Analyzing all areas of your telecom bills
- Letting you focus on your job, not phone issues
- Performing our work on a contingency basis

We share in actual, measured savings once our recommendations are accepted by you and implemented by us. If there are no savings, there is no fee for our services.

In addition to TEM, our other services include:

### Bill Review and Payment

Our tenured consultants will receive your telecom bills every month, review them for accuracy, place orders to correct any errors, make payment to the vendors, assign the proper GL code and provide you with detailed documentation on what was paid.

### Project Management Services

Kloppe Associates will handle your entire project to assure that it has the correct resources assigned and to bring your telecom project in on-time and on-budget using industry accepted processes.

### Bill Monitoring/Problem Resolution

For a flat monthly retainer, we will monitor your telecom bills on an ongoing basis and approve for payment. If the bills contain errors or reconciliation issues, we will do all of the work necessary to correct the problems, taking all of the work effort off of you. We will customize a program for each individual client that may include billing and/or physical problem resolution on an ongoing, as-needed basis.

### Utility Expense Management

What our TEM program does for your telecom related services, our Utility Expense Management program does for your utilities. This program includes your natural gas, electric, water and sewer charges. These bills are audited for accuracy and recommendations are made on ways to cut costs.

### Wireless Audit and Optimization

Wireless is one of the fastest growing and largest IT costs. The variety of business plans available adds to the confusion and frustration of choosing the right configuration. Kloppe Associates' forensic audit and analysis digs deep into your historic and current usage and trends to identify errors and recommendations that will have a direct savings impact on your bottom line.

# TELECOMMUNICATIONS EXPENSE MANAGEMENT (TEM)

## What is TEM and how does it work?

Our Telecommunications Expense Management (TEM) program is a contingency based telecom audit and analysis of all of your company's telecommunications services and charges. We audit every line item on your bills for accuracy and appropriateness of the service and its charge.

Our TEM program provides you with assurance that your company is not overpaying for your services and that your telecom services are being handled by competent professionals with only your best interest in mind.

## Our program:

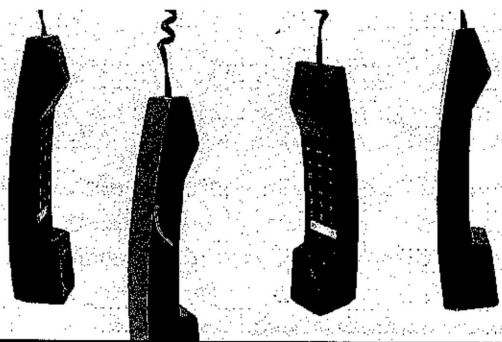
Includes all telecom-related bills: local dial tone, long distance, cellular & wireless, data, fax, internet access, maintenance, etc. It requires very little of your time – we do all of the work!

With the completion of our (TEM) program (formerly called Audit and Analysis), you are assured that your telecommunications services are thoroughly audited, there are no billing errors and that you are receiving the most cost-effective telecom services available.

## How do I get started; What's the process?

You provide us with copies of your telecom related bills and contracts and we'll bring you back a report that documents your inventory, any billing errors plus refunds/recoveries and our recommendations on ways to reduce your ongoing expenses. You make the decisions, we perform all of the implementation and coordination for a successful conversion for you and verify your savings.





***We will Reduce Your Expenses or There is No Fee!***

**Never requires a retainer or any up-front fees!**

**Under our Contingency Fee Program, you pay only if and when we are able to produce savings.**

Kloppe Associates shares in actual, measured savings. Acceptance and implementation of any recommendations is at the client's discretion.

**Our clients' average savings of up to 60% of their telecom bills... PLUS REFUNDS!**

## **ABOUT OUR FIRM**

Kloppe Associates is an independent telecommunications consulting firm. We assist our clients in all facets of telecommunications, including Telecommunications Expense Management, Telecom Audit, and Wireless Optimization.

Our consultants provide high level, personalized customer service to assure that our clients' needs are immediately met. This dedication, in conjunction with our in-depth telecom industry knowledge, provides our clients with positive results that are reflected on their bottom line.

Janice Kloppe has over 27 years of experience with hundreds of clients saving them millions of dollars per year with an average savings of 45% of their telecommunications spending.



**Janice Kloppe, CCNT**  
CEO / Owner

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**OUR EXPERTISE.  
YOUR SAVINGS.**



An agreement is hereby entered into between **CLIENT** (hereinafter called the Client) and Kloppe Associates, including the following terms and conditions:

- I. Kloppe Associates will conduct a comprehensive audit and analysis of the Client's telecommunications records and billings relating to the following:

**All Wireline, Wireless and Telecom Related Services**

Any items that appear in the client's furnished bills or areas of investigation that the client would like Kloppe Associates to exclude from our analysis must be identified by client in writing within 5 working days of client signature below.

Exclusions will be provided. Yes  No

II. The Client will extend reasonable cooperation in the above, and appoints Kloppe Associates its agent in dealings with the telephone company(s). Kloppe Associates is authorized to immediately affect recovery of overpayments and relevant billing corrections. All relevant communications by the telephone company(s) will be referred to Kloppe Associates. Acceptance and implementation of any recommendations shall be at the Client's discretion. Client agrees to render decisions on Kloppe Associates recommendations within 45 days of their presentation. Recommendations implemented within two years from date of formal report are subject to terms of this agreement.

III. The Client shall pay Kloppe Associates a fee for these services only contingent upon Kloppe Associates finding savings for the Client. Savings are defined to include refunds and credits received by the Client and reductions in the Client's billed telephone expenses. Any fee becomes due only as savings are realized, on a monthly basis. The amount coming due each month shall not exceed 50% of the savings and recoveries realized by the Client that month.

Should there be any installation, penalty, and/or other one-time charges associated with the Client's acceptance and implementation of a Kloppe Associates recommendation, no savings will be assumed relative to that item until said charge has been completely offset by the billing reduction.

IV. Any fee payable to Kloppe Associates shall be calculated as follows:

- A. 50% of all recoveries of past payments received by the Client; plus,
- B. 50% of billing reductions accruing to the Client as a result of Kloppe Associates activities – billing corrections, equipment or service changes, administrative changes – for 12 months following implementation of such changes resulting in savings.
- C. If Client requests additional analyses or consulting activities outside the scope of this agreement, additional fees will be invoiced separately.

ACCEPTED: For CLIENT

For Kloppe Associates, LLC

\_\_\_\_\_ Date \_\_\_\_\_ Date \_\_\_\_\_

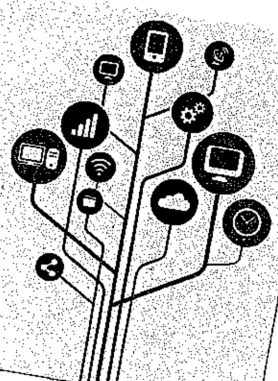
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