Executive Overview

Tangoe pioneered technology expense management more than 25 years ago, and today we're the industry leader driving innovation through AI-powered automation, 70+ patents, and the largest ecosystem of global partners. We specialize in helping enterprises of all sizes save money, utilize IT resources more effectively, and gain visibility and control over their spending and mobile devices. With the industry's first complete solution for telecom, mobile, and cloud cost optimization alongside the largest technology spend under management, Tangoe is the preferred partner for those seeking cost savings, financial predictability, and ROI for digital innovation.

- Headquartered in Indianapolis, IN

- 25+ years of experience and proven customer success, with 70 patents

- 1500+ clients globally

- Trusted by 50% of top Fortune 500

- 14M+ devices managed

- 370K invoices processed monthly

- $15B in IT spend under management

- 206 countries & Territories / 129 currencies / 19 languages

- Integrations with 400+ global carriers, 775+ SaaS providers, 4 Major IaaS providers and VMware Private Cloud

- AI-Powered FinOps Tools: 14 patented capabilities

Product & Service Offerings

Tangoe One Solutions
- **Telecom Expense Management:** Invoice Audit & Optimization, Inventory & fulfillment, services, bill pay, invoice management
- **Managed Mobility Services**: Help Desk, Logistics , Buyback and Recycling, UEM, AppleCare, DaaS, Tangoe for Apple, BYOD Solutions

- **Cloud Expense Management:** IaaS, SaaS, UCaaS, Private Cloud
- **Technology Consulting:** Rates & Savings, Audit & Optimization, Contract Negotiations, Inventory Services, Staff Augmentation, M&A or Divestitures, Digital Transformation

Tangoe One platform provides IT Expense management services for Telecom, Mobile, and Cloud services, including:
- Order Management

- Invoice Management

- Inventory Management

- Expense Management

- Bill Pay

- Audit and optimization

Sales Engineer Take On Best Fit

Tangoe has been one of Gartner's Top 5 rated TEMs for the past 2 decades. They address very large global client requirements (200 countries, 137 currencies, 17 languages), plus offer a mid-enterprise bundled service. As of 2024, they handle $15B in managed technology expenses with an extensive suite of Fixed Telecom, Mobility and Cloud solutions. Their platform for mobility enables users to order, replace and repair devices simplistically and provides IT managers with a global view of device location, carriers and spend. The Cloud capabilities are across IaaS, SaaS and UCaaS. In my opinion, their ability to address their client's explosive growth of IaaS costs is a major value proposition. In addition, one business unit offers Managed Services and sources and services MDM solutions from five providers.

- Peter Callowhill, Director of Engineering: Connectivity, Colo & Wireless

Key Features & Differentiators

Tangoe

- Global (206+ countries and territories) With Operations in Americas, Europe, Asia Pacific

- Industry leading IT Asset and FinOps (Expense) Management solution with global and in-region capabilities and 70+ industry patents.

- AI-Powered FinOps Tools: 14 patented capabilities

- Complete lifecycle solution built on AI and hyper-automation to help Trusted Advisors drive productivity, business continuity and value.

Avg. Results

- 30-40% average savings per client

Award-winning

- 2023 Visionary in Gartner MMS Global (10 times a visionary)

- 2024 Stevie Award: Gold for Best Technical Support, Bronze for Customer Service Department of the Year

- 2024 Stratus Award for Top Cloud Managed Service

- 2024 Mobile Device Management Provider of the Year by Mobile Breakthrough Awards

- Gartner Peer Insights Top Provider

- Industry Leading SLAs

Exclusive to Tangoe

- Tangoe for Apple – Direct Apple integration for device details

- 70+ patents, including 14 for Cloud AI Automation

- 35B in benchmark data

FinOps Foundation Premier Partner

- Since joining the FinOps Foundation in Sept 2023, 70% of our cloud leaders have become Certified FinOps Practitioners, validating their FinOps depth of knowledge

Customer Experience

- Assigned Implementation Project Manager

- Structured 5 step ITIL process

- Interactive project & reporting tools

- Customer Success Manager

- Quarterly Business Reviews

- Bot automated steps, notifications and reporting

- Bi-annual satisfaction survey

Top Industries Served

- Manufacturing
- Financial Services
- Healthcare
- Retail & Consumer Products / eCommerce

Ideal Customer Profile

- $250M-$10B Global or regional enterprise & mid-enterprise customers

- 1000+ employees

- TEM: $2M+/- Annual Spend

- Mobility: 750+/- Corporate Liable Devices

- CEM: $2M+/- Annual Cloud Spend for a Category (IaaS, SaaS, UCaaS)"

Verticals

Healthcare, Manufacturing, Financial Services, Retail, Professional Services, High Tech, Oil & Gas, Automotive

Business Drivers

Hybrid Workforce, Multi Cloud Environment/IaaS, Digital Transformation, SD-WAN and SASE

Business Challenges

- ITEM Overall - Currently relying on manual internal processes, DIY and need to cut costs, re-allocate resources, scale/right-size, and automate manual expense, asset and invoicing management processes

- Telecom -Need greater visibility and control over their complex fixed wireline (voice, data, network)

- Mobile - Has a large mobile fleet of corporate devices (750+) and struggles with IT staff to holistically manage disparate assets and expenses

- Cloud - Multiple carriers / Hybrid cloud and View Shadow IT as a serious threat and must tighten compliance/security protocols and oversight. Need to reduce cloud waste and streamline chargeback.

Qualifying & Technical Questions

Telecom

- How do you currently handle ordering and management of your telecom assets and services?

- How many resources do you have ordering, tracking, monitoring and reconciling spend for your telecom services?

- What is your annual telecom spend?

- How many invoices do you receive monthly and how are you auditing them?

- How confident are you in the accuracy of your telecom vendor invoices?

- How do you currently handle turning down telecom services?

- Do you need to free up IT resources to focus on innovating for your business?

Mobile

- Are you confident that your mobile fleet is being billed correctly?

- How much time do you spend reconciling mobile invoices?

- How much time do you spend fulfilling and managing your mobile fleet?

- How many IT resources are working to enable your mobile work?

- Do you have a holistic view of your mobility assets and expenses?

- What security measures do you have in place to protect mobile data?

Cloud

IAAS

- Are you confident that you are maximizing the use of your IaaS resources?

- Do you have multiple IaaS providers?

- Do you have a view of your total IaaS spend at a company, location or department level?

- How do you manage your IaaS costs today?

- Are you actively reviewing your IaaS usage to ensure efficiency?

- How many people on your IT team are dedicated to supporting IaaS?"

SaaS

- Are you confident that you are maximizing the use of your cloud resources?

- Are you currently optimizing your cloud ecosystem if at all?

- Do you have a view of your total cloud spend at the company, location, or department level? How are you allocating costs? Do you charge back other departments or business units and if so are you confident in its' accuracy?

- How do you manage your cloud costs across vendors and how much time does that take you or your team?

- How are you monitoring spend and usage spikes or downward trends over the month Are you comparing budgets to actual spending?

- How are you currently identifying and managing SaaS applications provisioned outside of IT authorization?

- How many people on your IT team are dedicated to supporting your cloud environment?"

UCaaS

- Are you confident that you are maximizing the use of your UCaaS resources?

- Do you have multiple UCaaS providers?

- Do you have a view of your total UCaaS spend at the company, location, or department level?

- Do you get a CDR (Call Detail Record) for your business?

- How do you manage and report your UCaaS costs today?

Are you actively reviewing your UCaaS usage to ensure efficiency?

- How many people on your IT team are dedicated to supporting UCaaS?"

Private Cloud

- Are you confident that you are maximizing the use of your Public Cloud resources?

- What is the current size of your private cloud infrastructure? (VMs, storage, apps)

- What are your main goals and objectives for implementing private cloud expense management? (reduce costs, better resource allocation, improved scalability and flexibility)?

- How do you currently track and manage your private cloud expenses? (centralized system, automated tools or spreadsheets, pain points in current process)

- What kind of reporting and analytics do you require for private cloud expense management? (real time visibility into expense, cost allocation by department, specific KPIs)

- What security and compliance requirements do you have for private cloud expense management? (industry regulation, data privacy, how do you ensure security)