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Ask the Expert: Telecom Lifecycle Management



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In a rapidly evolving environment, telecom management has become a major challenge for multi-site organizations. To explain how to turn these challenges into opportunities for increased visibility and greater insights across telecom data, we asked [Mike Saxton](#), our Telecom Business Solutions Director, to share his expertise.

When organizations embark on managing the full telecom lifecycle, from procurement through decommissioning, where do you see them encountering the toughest hurdles, and what early steps help them stay ahead of those challenges?

One of the most significant challenges organizations face in managing their telecom portfolio is the lack of visibility into service details and associated costs. This obscurity can lead to inefficiencies in invoice validation, auditing, order tracking, and contract compliance.

Looking beyond the basics of cost control and risk reduction, what specific best practices have you seen separate high-performing telecom programs from the rest, and how can companies adopt them effectively?

In my experience with high-performing telecom, programs don't just cut costs—they build smarter strategies. By focusing on efficiency, visibility, and long-term value, these teams stand out through practices like automated expense management, real-time inventory tracking, contract oversight, and vendor optimization.

Of course, adopting these best practices is easier said than done. That's why many organizations choose to partner with a proven [telecom expense management \(TEM\)](#) provider that can help them build a tailored program that meets their goals and delivers measurable results.

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As emerging technologies and data-driven strategies evolve, how can organizations leverage these tools not only to gain visibility but also to uncover hidden opportunities for optimization and long-term value in their telecom assets?

Telecom isn't just about seeing the numbers—it's about acting on them. By tapping into AI, automation, and advanced analytics, companies can shift from reactive oversight to proactive strategy. The easiest way to get started would be to partner with a telecom expense management provider that brings these technologies together.

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