

Telephone Departments

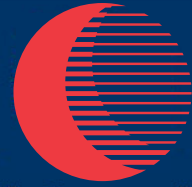
O'Neal Consultants' Monitoring and Management Program offers a personalized, hands-on approach which maximizes and maintains profitability. O'Neal Consultants helps you target problem areas through a thorough, on-site telephone department financial audit, followed by recommendations for improvements. O'Neal Consultants then helps to implement these changes by working with the client and its vendors.

For optimum oversight, O'Neal Consultants generates monthly reports reviewing operations, identifying any new snags, confirming the recommendations are being completed smoothly and successfully, and most importantly, allowing the client to continually identify further changes that might be needed. O'Neal Consultants can then execute changes as needed so that problems are always resolved promptly, before they can siphon away profits.

Monthly reports after the initial audit help to ensure regulatory compliance, and track financial indices as well as operational statistics.

On-Site Audits & Ongoing Reports Can Address Issues Including:

- Carrier Billing Versus Guest Billing
- Carrier Usage Billing Accuracy
- Cost-Per-Minute Evaluation
- Revenue Opportunities
- Tax Collections & Payments
- Personnel Performance
- Proper Call Routing
- Answer Supervision/Detection Operation
- Interface Analysis
- Area Code Updates
- Local Prefix Updates
- Guest Allowances
- Tariff Accuracy
- Fraudulent Call Identification
- Maintenance Agreements
- PBX Trunk Configuration
- Regulatory Compliance



O'Neal Consultants' Outstanding Accomplishments Speak for Themselves:

- Highly Diverse Hospitality Clientele
- International Project Base
- Services Performed in 35 of the 50 United States & 14 Countries
- Clients Include Over 800 Hotels
- Served Clients with Over 29,000 Rooms in Las Vegas
- Served 33 Clients in Manhattan Alone
- Positive Customer Satisfaction has Yielded Significant Long-Term Client Relationships

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