MALA TECHNOLOGY ADVISORS

Independent Technology Guidance. Market Intelligence. Better Decisions.

COMMUNICATIONS · SOLUTION DATA SHEET

Pay for the Seats You Use, Not the Ones You Bought.

Per-seat communications licensing drifts: unused licenses pile up and tiers get upgraded without a clear need. MALA audits usage against what you're licensed for, compares UCaaS and voice platforms independently and negotiates terms that flex with your headcount.

UCaaS + Voice + Collaboration + License Audit + Flexible Terms

THE CHALLENGE

Communications costs creep one seat at a time.

Unused licenses
Seats that stay on the invoice after people leave.

Tier inflation
Premium tiers bought for features few people use.

Overlapping tools
Multiple meeting, chat and phone platforms doing the same job.

Rigid contracts
Terms that can't shrink when headcount does.

OUR APPROACH

From licensed to actually used.

01 Audit
Compare actual usage against licensed capacity.

02 Rationalize
Identify overlapping meeting, chat and voice tools.

03 Compare
Evaluate UCaaS and voice platforms side by side.

04 Negotiate
Secure flexible headcount terms and pricing.

05 Implement
Coordinate porting, deployment and adoption.

Providers within each category have similar compensation models.

WHERE MALA HELPS

One platform decision, made on your terms.

UCaaS evaluation
Platforms compared on features, reliability and cost.

Voice
Calling plans, numbers and carriers reviewed.

Collaboration
Meeting and chat tools consolidated.

License audit
Usage vs. licensed capacity, seat by seat.

Flexible terms
Contracts that adjust with headcount.

Implementation
Number porting and deployment coordinated.

Contact center needs are different. See the Customer Experience data sheet.

BY THE NUMBERS

Why this matters now.

37%
average tool overlap found across engagements
MALA ENGAGEMENT DATA

23%
average overpayment against market rates
MALA ENGAGEMENT DATA

430+
providers in MALA's partner network, UCaaS included
SIMILAR COMPENSATION

$0
fee to you. Paid by the vendor only if you move forward
VENDOR-SPONSORED

WHO IT'S FOR

Built for the people who own the decision.

CIO / IT	One communications platform instead of several.
CFO	Seats and tiers that match real usage.
HR / Operations	Terms that flex with hiring and attrition.
Multi-site orgs	Consistent calling and collaboration everywhere.
Procurement	Platforms compared on the same criteria.

THE MALA MODEL

Unbiased. Vendor-sponsored.

Our services are sponsored through strategic referral agreements with 430+ technology solutions providers, never billed to you. MALA is paid by the vendor only if you move forward with a vendor we recommend.

- **Unbiased recommendations**
  Providers within each category have similar compensation models, so your requirements drive the answer.
- **Paid only if you move forward**
  The selected vendor compensates MALA, and only when you choose a recommended vendor.
- **No obligation**
  You are never required to move forward with any recommended vendor.

COMMON QUESTIONS

What clients ask first.

Q How do we know what we actually use?
We audit usage against licensed capacity, seat by seat and feature by feature.

Q Do we have to switch providers?
Not necessarily. Renegotiating with the incumbent is often the fastest win.

Q Can we consolidate tools?
Usually. Overlapping meeting, chat and voice tools are among the most common findings.

Q Are you tied to a vendor?
No. Providers within each category have similar compensation models.

ENGAGEMENT AT A GLANCE

Scope	UCaaS, voice and collaboration
Focus	Usage vs. licensed capacity, tier fit, flexible terms
Deliverable	Platform comparison and negotiated agreement
Cost to you	None. Vendor-sponsored, no obligation

RELATED Customer Experience · Connectivity · Cost Management

THE FIRST STEP

Bring your next communications renewal. No obligation.

A senior advisor will review your seats, tiers and terms in 30 minutes. No obligation.

Vendor-sponsored: MALA is paid by the vendor only if you move forward with a recommended vendor. No obligation to do so.

Let's simplify your next technology decision. Talk to an advisor.

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