



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.

Equal compensation across every qualified communications provider.

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

330+

providers in MALA's partner
network, UCaaS included

EQUAL 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 330+ 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**
No provider pays MALA more than another qualified provider, 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. No provider pays MALA more than another qualified provider.

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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