



The Challenge

Carriers face many unique challenges when it comes to managing their internal communications usage and costs. Unlike typical enterprises that purchase communication services from third parties, carriers typically purchase communication services from themselves or subsidiaries.

This atypical characteristic usually complicates the methods carriers implement to manage their telecommunications expense management (TEM) environment since the carriers may not be solely concerned about cost reduction, auditing of invoices, and billing inconsistencies. Instead, carriers need to focus on revenue assurance, and asset and budget management for those services obtained through subsidiaries, in addition to the typical expense management and cost savings opportunities that TEM can provide for those services purchased from third parties. (For example, a wire line carrier purchasing wireless services from a third party wireless carrier.)

The Solution

MTS's TEM Suite offers a fully integrated software suite and set of outsourced services that provide carriers the ability to comprehensively manage their current and planned internal communications environments. Users from the C-level to the telecom operator are empowered to manage and support corporate telecommunications budgets, assets and usage based on company requirements.

In addition, TEM Suite provides the tools, data analysis, and reporting capabilities for the carrier so they can manage their unique revenue assurance and inter-carrier disputes often associated with purchasing communication services internally or through subsidiaries. The MTS TEM managed services offering provides carriers the ability to outsource the low value tasks associated with communications procurement, usage management, and budget management so their resources can focus on high value, high return tasks. All these services and software are wrapped in MTS's TEM best practices to ensure improved process efficiency while allowing a flexible workflow mapped to each carrier's specific business needs.

TEM Suite's specific TEM lifecycle capabilities include wire line and wireless: ordering, provisioning, help desk, asset management, bill management, budget management, mobile device management (MDM), expense allocation and chargeback, call accounting, private calls management, cable management, 911 alerts, tenant resale and billing, and business intelligence dashboards and reporting.

MTS TEM Suite supports multiple vendor switch environments (traditional PBX and IP), including Cisco, Avaya, and NEC, and is Cisco certified.



TEM Suite Key Benefits for Carriers

- Revenue Assurance and Budget Management
- Identify and Resolve Inter-Carrier Disputes
- Budget and Financial Management System Integration
- Chargeback Telecom Costs Internally



Carrier Revenue Assurance

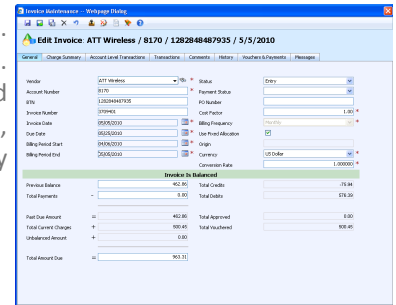
MTS Carrier Revenue Assurance provides you the information you'll need to properly manage revenue assurance and balance costs with revenue.

- Manage inter-carrier communication costs without impacting the offsetting revenue
- Fully customizable revenue assurance reports and dashboards
- Optimize management in a mixed carrier environment

Asset Management

MTS Asset Management helps you manage all your voice, data, and wireless equipment. You'll not only know where your assets are and how they are being used, but by whom. TEM Suite Asset Management module enables you to define all types of telecom assets and their unique attributes, and assign those assets to their owners, subsidiaries, business units, locations, and cost centers. The system even allows you to generate and present monthly bills back to your cost centers if needed.

- Assign assets to subsidiaries, personnel or organizational units
- Monitor equipment costs by assigning flexible cost plans to the assets
- Maintain asset status and properties reports including historical assignments
- Document cabling, devices, and ports



Budget Management

MTS Budget Management provides the tools needed for complete and comprehensive control of corporate, subsidiary, and organizational telecom budgets. Budgets are defined within organizational, subsidiary or departmental hierarchies and set at the beginning of the financial year, or any period you define.

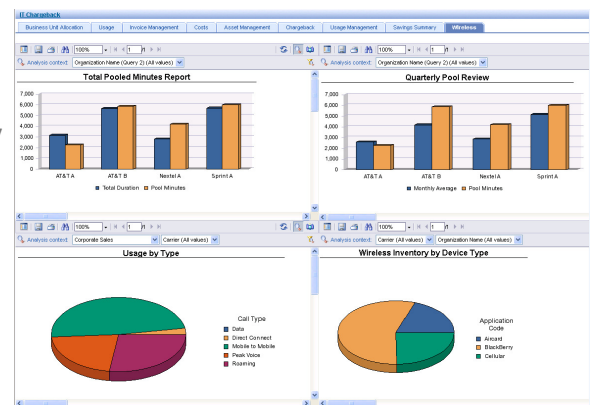
- Tight Control of Telecom Budgets
- Ready-to-go Management Reports and Automatic Alerting
- Simple and Easy to Use

Wireless Management

MTS Wireless Management enables you to gain control of wireless cost, services and assets. Consider the time and energy it takes to manage your growing number of mobile devices. Cellular phones, BlackBerrys, iPhones, Android phones, pagers and wireless tablets and laptops must be manually procured, monitored, and aligned with your network.

Inevitably, service and rate plans change, and tracking your cost/value equation takes time—and time costs money. Imagine what you could save if you could automate the management of those assets and services through a single interface.

- Comprehensive Wireless Usage Analytics
- Wireless Rate Plan Optimization
- Single Source for Procurement of Wireless Devices and Services
- Seamless Integration for Management of Voice, Data and Wireless
- Wireless Help Desk





Mobile Device Management

MTS Mobile Device Management (MDM) module enables you to gain control of wireless policy, security, cost, services and assets in real-time. MTS's TEM suite MDM offers you a simple and powerful solution that will increase employee productivity and help managers track your increasingly important corporate asset. MDM works on almost every smart phone including Blackberry, Windows Mobile, Palm, Android and a separate and more limited capability for the iPhone.

With MDM you can instantly kill data in a lost or stolen phone. You can use GPS/location based tracking to receive instant alerts if employees are driving while texting or calling. It is also easy to track the usage and even link it to business management systems such as CRM or SFA systems.

- Collect and analyze cellular phone use including voice, data, SMS, and MMS
- Identify unused wireless devices
- Ensure corporate wireless governance and policy adherence
- Security against corporate liability

Invoice Management

MTS Invoice Management lets you manage telecom costs by understanding the services being used, their corresponding usage patterns, and identify any discrepancies. You also maintain records of all your invoices, identify and quickly resolve any inter-carrier disputes, and allocate charges to the appropriate cost centers.

- Integrates with revenue assurance and manages any inter-carrier disputes and updates revenue assurance data
- Chargeback telecom costs to the correct GL
- Integrate with your financial systems

Call Accounting

MTS Call Accounting tracks CDR usage from traditional and IP-based switch types and provides the optimum solution for establishing usage and initiating chargeback. The Call Accounting module eliminates silos of information and every cost processed through the application can be allocated and charged to a subsidiary, cost center, employee, location, or division; or can be associated to multiple entities and be allocated by percentage or calculated based on usage.

- Collect and analyze call records from multiple sources including PBXs, IP switches, cell phones, Air cards, etc.
- Generate reports for statistical needs and search call records to target specific activity
- Report on historical statistics

Procurement and Help Desk

MTS's Procurement and Help Desk module allows your staff to order services directly from a vendor or route orders through your own internal approval process to ensure compliance with all telecom policies and service catalogues. Full integration with TEM Suite's other modules ensures that no asset or service is billed incorrectly or before it becomes active. With Help Desk you can easily define work flow processes that reflect how you want telecom support requests to be managed. These same processes are then used to create work orders and trouble tickets in response to support calls. Keep systems in synch and save technician time.

- Provides an employee portal for ordering of approved wireless assets and services
- Ensures corporate policies are enforced via approved asset and service catalogues
- Workflow rules to ensure adherence to corporate processes and approval guidelines
- Optimize management in a mixed environment
- Track technician productivity



Private Calls Management

MTS PCM provide employees with direct access to view and classify their calls as personal as business related, through a web-based interface.

- Reduce telecom spend through accountability
- Meet IRS regulatory requirements
- Protect employee privacy
- Promote employee awareness

Call Details For: Steven Taylor
Office: Saint John Fairview IM/IS/IT/Help Desk
Phone Numbers: 5320.5852782255
Approve your calls list. You are 143 days late!

Number	Calls	Category	Location	Price Per Min	Total Price	Private
7005	1	Local	LA GRANZE P, IL	\$0.01	\$0.02	<input type="checkbox"/>
7007	1	Local	WHEELING Rd, IL	\$0.01	\$0.01	<input type="checkbox"/>
8654	2	Local	LEMONT BOLS, IL	\$0.01	\$0.08	<input type="checkbox"/>

Start Date	Duration	Price Per Min	Total Price	Private		
03/29/08 12:10:00 PM	00:04:06	\$0.01	\$0.05	<input type="checkbox"/>		
10/09/2008 12:28:00 PM	00:00:54	\$0.01	\$0.01	<input type="checkbox"/>		
10/07/2008 10:50:00 AM	00:01:12	\$0.01	\$0.02	<input type="checkbox"/>		
17738457316	1	Local	OAK PARK, IL	\$0.02	\$0.02	<input type="checkbox"/>
17738488848	3	Local	CHICAGO P46, IL	\$0.04	\$0.12	<input type="checkbox"/>
17738596031	4	Local	CHICAGO, IL	\$0.01	\$0.16	<input type="checkbox"/>
17738586892	1	Local	NEWCASTLE P, IL	\$0.02	\$0.02	<input type="checkbox"/>

Tenant Resale

MTS Tenant Resale is the ideal solution for organizations which provides Telecom/IT services to its customers and want to generate revenues through a robust billing system. With MTS Bill Presentment, customer accounts can be easily set up; unique billing profiles for each type of customer are easily defined (including all relevant settings—markups, discounts, taxation, etc.); invoices are generated automatically based on your defined settings; and payments are tracked, along with management of debit and credit balances.

- Accurate cost recovery
- Fast and simple administration of customer accounts and billing profiles
- Automatic invoicing and easy payment tracking

Business Analytics and Reporting

MTS Business Analytics & Reporting provides the information and business intelligence for your communications environment to mitigate risk and to increase efficiency and agility. Business Analytics alert users to problems and provides a drill-down ability to discover contributing factors. It also allows visibility to financial controls for communications expenses and revenue assurance.

- Graphical trend analysis
- Benchmarking tools to monitor internal performance
- Pre-built Key Performance Indicators (KPIs)
- 200 standard reports that can be scheduled for delivery

The dashboard includes a 'Cost Recovery Trend' bar chart, a 'Percentage of Expense Charged' gauge, a 'Missed Payments by Carrier Type' pie chart, and a 'United States' map with regional highlights.

Complete Control & Easy to Use

Our easy-to-use interface puts the essential data at your fingertips giving you complete control over your corporate communications environment. MTS TEM Suite capabilities include ordering and provisioning, bill management, chargeback and allocation reporting, help desk, budget management and inter-carrier dispute resolution and management options.

With MTS TEM Suite, you can manage single-site to complex multi-node networks including VoIP, varied PBX's and Centrex for consistent operation, regardless of site configuration. **Contact us today to learn more!**