

Veramark Business Process Outsourcing (BPO) Services for Telecom Expense Management (TEM)

By outsourcing TEM functions to Veramark, you can leverage the experience of our telecom expense management experts to maximize telecom savings and minimize demands on your staff.

Veramark provides best-in-class BPO telecom expense management services for wireless and wireline networks.

Veramark® TEM BPO services for wireless and wireline networks let you leave telecom expense management to the experts while you focus on core capabilities and strategic objectives. You retain full Web access to the VeraSMART® system (Veramark's TEM-enabling technology) to monitor performance, control process workflows, and generate reports as desired.

Benefits of Veramark BPO services

When you outsource your TEM processes to Veramark, you gain competitive advantage in several ways:

- **Experience:** Veramark has been delivering communications management solutions for more than 25 years. Our BPO team leverages this experience—which is unsurpassed in the industry—to minimize your telecom expenses and optimize your business processes
- **Self-funding:** By leveraging the experience of our service teams, our BPO customers benefit from substantially reduced implementation cycles, recognize real dollar savings early in the program, and usually pass the break-even point in just a few months, after which they are funding the TEM program purely out of recognized savings
- **Fully integrated solutions:** Veramark BPO solutions are characterized by seamless integration of technology and services. Our software engineers work hand-in-hand with our service teams to ensure that the solution we design for you delivers results that meet and exceed your expectations

You can take advantage of any or all of our BPO services to match your business requirements.

Invoice Management

Veramark's invoice management BPO services streamline invoice receipt, processing, and payment for your wireless and wireline services.

Invoice loading

Managing telecom invoices can be difficult, tedious work, especially for distributed organizations inundated with thousands of monthly invoices in both electronic and paper formats. Veramark can efficiently consolidate invoices, convert paper invoices to e-Bills, and load all your telecom invoices into the VeraSMART system—relieving your in-house staff of this chore. Veramark maintains a vast library of Electronic Billing Formats (EBFs) and can automate the loading process, dramatically reducing labor costs and

8 Reasons to Outsource TEM

1. **Rapid value** - There's no question that BPO is the fastest way to implement a TEM solution
2. **Stable, predictable costs** - BPO gives you a complete TEM solution for a fixed monthly fee and no capital investment
3. **Lower resource requirements** - BPO allows you to keep your staff fully engaged in what they do best
4. **Economies of scale** - BPO's "economies of scale" pertain to both infrastructure and service
5. **Data security and disaster recovery** - House your application and corporate data in a state-of-the-art data center
6. **Flexibility and scalability** - Implement some or all TEM capabilities, expand as your needs grow
7. **Experience** - Leverage decades of industry experience
8. **Services** - Ensure that the right services are available to you and performed with expertise to maximize the value of your TEM solution

processing time. When Veramark handles loading of your invoices, they come directly to us and are entered into VeraSMART within a few short days.

Invoice processing

After invoices have been loaded into VeraSMART, Veramark can manage the entire process of payment and expense optimization—for a single monthly fee.

- **Payment:** We supplement allocation and approval workflow automation provided by VeraSMART with expense coding and bill payment services provided by our TEM experts. Veramark ensures that all your bills are paid on time, late fees are avoided, and your Accounts Payable team's workload is reduced to cutting one check per month for your entire telecom expense
- **Expense optimization:** Every invoice is validated against inventory and other configurable thresholds within VeraSMART. Then, Veramark TEM experts will analyze invoices to find additional opportunities to optimize services and reduce expenses to make sure you get the services you need, at the right price



Veramark Business Process Outsourcing (BPO) Services for Telecom Expense Management (TEM)

Dispute Management

Our TEM BPO team works directly with your vendors every day. We understand the subtle differences between carriers and how to best work with each to ensure rapid dispute management. We will vigorously pursue the recovery of credits on your behalf for any carrier overcharges. By processing invoice payments in parallel with expense optimization and dispute management, we ensure that you never incur penalties for late payments while disputes are being processed.

If you consider all the options for a TEM solution, chances are you'll come to the decision reached by more organizations every year: BPO is the way to go.

Ordering and Provisioning Management

Veramark can help you gain visibility into, and control over, your wireless and wireline purchasing. This service virtually eliminates off-contract orders and ensures that you meet your minimum annual revenue commitment (MARC) contract requirements. VeraSMART configurable workflows give you centralized control over enterprise requests and approvals for device and service orders. Our BPO order management services keep you continuously informed of order status and ensure that you receive the level of vendor service that your business requires.

Advanced help desk services

Veramark offers advanced wireless and wireline help desk services.

- **Wireless:** Our help desk team will assist callers in resolving issues related to wireless device problems and usability issues. Every call is answered promptly by trained professionals in our U.S. call center—the help desk team is committed to providing you with world class customer service, each and every time you call. We settle for no less than total caller satisfaction and have tools and metrics to ensure that we meet our goals
- **Wireline:** If wireline service fails at any of your locations, one call or email to our centralized help desk will get your dial tone back. We make it our business to know every local telecom provider servicing each of your offices, so we know exactly who to call and how to get fast action to resolve connectivity issues

A Complete TEM Solution

Veramark BPO customers have access to the full capabilities of the VeraSMART Telecom Expense Management Suite, which provides enabling technology for:

- Sourcing and Contract Management
- Ordering and Provisioning Management
- Invoice Management
- Dispute Management
- Inventory Management
- Usage Management

Optional capabilities for our BPO customers include business intelligence provided by VeraSMART Performance Advisor, which analyzes and summarizes the vast amount of data collected by VeraSMART. Performance Advisor generates actionable business intelligence from information in the VeraSMART system and from complementary business applications such as enterprise resource planning, HR, and SCM systems. Performance Advisor produces useful dashboards, trends, and analytics—highlighting the exceptions, the unexpected, and the inconsistent.

About Veramark

Veramark is a leading provider of communications management solutions that help organizations gain visibility into their communications networks and reduce expenses associated with their voice, data, and wireless services and infrastructure. Veramark solutions, which include software and services for Telecom Expense Management (TEM), provide business intelligence for managing complex unified communications networks on a global scale. For more information, visit us on the Web at www.veramark.com or call 585.383.6806.

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