



ENTELEGENT
SOLUTIONS



EnTele-Bundle



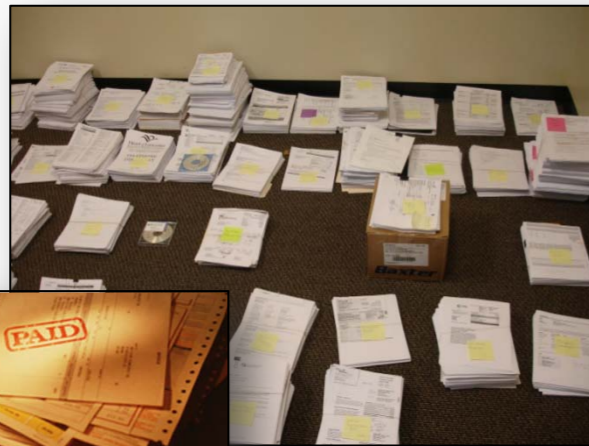
EnTelegent Solutions provides network services, expense and activity management for business customers with multi-location, multi-vendor environments.

- ❖ The EnTelegent solution delivers a powerful set of tools that provide a single point of administration and control for all telecom services, activities and invoices.
- ❖ EnTelegent offers a full suite of managed and hosted solutions and a complete line of voice, data and conferencing services.
 - Nationwide CLEC certification
 - Robust service management and reporting capabilities

...Managed Communication Solutions

Typical Business Challenge

Solution



Invoice

Account Information	
ACCOUNT NUMBER:	4000041
INVOICE NUMBER:	2802090
INVOICE DATE:	07/01/2009
BILLING PERIOD:	07/01/2009 - 07/31/2009
PAYMENT DUE:	July 31, 2009

Account Summary	
BALANCE INFORMATION	
PREVIOUS BALANCE DUE	\$7,710.42
PAYMENTS RECEIVED THRU 7/01/09	\$0.00
ADJUSTMENTS:	\$0.00
PAST DUE BALANCE	\$0.00
NEW CHARGES	
NEW USAGE CHARGES	\$0.00
MONTHLY SERVICE CHARGES	\$11,886.36
FINANCE CHARGES:	\$0.00
TAXES, REGULATORY	\$0.00
TOTAL NEW CHARGES	\$11,886.36

PAYMENT COUPON

* Make checks payable to Entelligent Solutions
 * Please return this portion with your payment to ensure proper credit
 * Please note address or phone changes on this coupon
 * Address or phone changes may also be submitted by calling (800)475-7102

YOUR ACCOUNT NUMBER:	4000041	Due Date Upon Receipt	
INVOICE DATE:	07/01/2009	Amount Due	\$8,176.00
American Computer Association, ACA P.O. Box 2210 WINTERVILLE, NC 28790		Remit payment to:	Accounts Payable 3890 Arco Corporate Drive Suite 310 Charlotte, NC 28273



- Multiple Invoices?
- Multiple Carriers?
- Service Inventory?
- Order/Trouble Tracking?

- Invoice Management
- Change Management
- Service Management
- Contract Management



EnTele-Bundle... The EnTelegent way to run your business

- ✓ **Inventory** of all wire line and wireless services, providers and locations.
- ✓ **Invoice Consolidation** of wire line and wireless billing environments.
- ✓ **Change Management** for wire line and wireless services which helps manage MAC-D (Move, Add, Change, Delete) orders and trouble/repair tickets.
- ✓ **Reduce telecom spend...** validate existing wire line and wireless environments and optimize services.



Service Inventory



Centralized Service Desk



Service Optimization



Reporting



Consolidated Billing





EnTeleBundle

Capability	Wire Line	Wireless
Service Inventory	✓	✓
Contract Database	✓	✓
Change Management (MAC-D)	✓	per device
Order Management (Order/Provisioning)	✓	per device
Centralized Service Desk (Trouble/Repair)	✓	per device
Service Optimization	✓	per device
Device Management	per device	per device
Invoice Consolidation	✓	✓
Invoice Validation	✓	✓
Bill-Pay	✓	✓
Web Portal	✓	✓
Reporting	✓	✓

Per device fees: Services are not included in the standard EnTele-Bundle service fee. Additional per device fees apply.

EnTele-Bundle... Service Optimization

- ❖ EnTelegent analyzes your telecom services to identify optimization opportunities.



- ❖ Quarterly Value Report

- Shows summary of services and spend
- Identifies optimization suggestions
- Tracks recommended savings
- Trends service performance

Overview

EnTelegent Solutions is one of the innovative leaders in the MSP (Managed Solutions Provider) space today. We deliver a variety of products and services to fill a unique niche in the telecommunications marketplace. Our product portfolio offers highly customized solutions that result in a simple & cost effective solution to meet your needs.

To support this, we have prepared this customized analysis to help you manage the effectiveness of your telecommunication services as well as understand their costs.

Initiatives During Quarter

- Added Memphis office 10/9/2010.
- Migration to MPLS completed 10/2/2010.

Account Profile

These sections provide statistical information to help you identify trends and opportunities that can benefit your business. All information is derived from EnTelegent's billing and provisioning systems.

Number of Carriers

Managing and interfacing with multiple carriers can be expensive and time-consuming. EnTelegent Solutions brings value by managing these relationships and interactions. This table shows the number of carriers you currently use.

1Q 2Q 3Q 4Q

Carrier

Tick

**EnTele-Bundle
Value Report**



EnTele-Bundle... *Wireless Mobility Management*



- ❖ All of our WMM Services are designed to make the wireless end-user's experience easy and efficient and to dramatically reduce time spent on wireless by support personnel and others involved in wireless within the company.
- ❖ From initial procurement, to a fully functioning wireless phone or data device, and through on-going support for problem resolution, service changes and new equipment, WMM offers a high-touch solution with a mix of human involvement and technology.

❖ **Wireless Help Desk**

- Provides technical support by wireless experts for wireless devices for wireless issues that Client's end users may encounter.

❖ **Wireless Support Services**

- Provides users with a short, simple, pain-free process to select new or change existing equipment, service plans, features and accessories.
- Handles all carrier interaction, client service, equipment, accessory and policy compliance and Client purchasing approval process compliance, as well as activation assistance.

❖ **Wireless Optimization**

- Provides wireless invoice audit and carrier management to change plans on Directory Numbers requiring adjustment.

\$Per Device Fee\$



Wireless Mobility Management...

Wireless Support Services



- ❖ Inventory of Client plans and devices via Portal.
- ❖ Contact center support for any end-user throughout the company for any purchase request of any type, including company standard policy and equipment information.
- ❖ Transactions supported:
 - New lines of service
 - Number ports in or out
 - Assumption of liability in or out
 - Voice and data service plan changes
 - Feature adds, deletes, blocks or changes
 - Accessory orders and replacements
 - Replacement devices for any reason
 - Deactivations and suspensions
 - ESN swaps
- ❖ Full carrier interaction for procurement and provisioning of device across all carriers and device types.
- ❖ Database maintenance of changes made with each transaction.
- ❖ Service plan changes, equipment replacements along with pertinent cost codes, carrier account numbers, rate plans, equipment identifiers, etc., will be updated to inventory database.
- ❖ Extensive end user updates via email order status.
 - Example; purchasing communications include receipt acknowledgement, updates at order and shipment, and incident closure notification after user is running



\$Per Device Fee\$

Wireless Mobility Management...

Wireless Support Services (cont.)



- ❖ Enforcement of Client wireless policy.
- ❖ Enforcement of Client standards for carriers, service plans, equipment, features and accessories.
- ❖ Customizable purchasing approval methods and workflow to Client's specifications.
- ❖ Maintenance of stock at EnTelegent site.
- ❖ Customized Blackberry/Smartphone provisioning processes.
- ❖ Custom configuration and maintenance of our technology.
 - Email masking for better end-user communication and response
 - Custom incident management system notifications
 - Custom email and document templates for wireless support
 - Automated Approval System
 - Custom end user surveys
- ❖ Custom handling of Executives and Executive Administrators.



\$Per Device Fee\$

Wireless Mobility Management...

Wireless Help Desk



- ❖ Contact center support for any end-user throughout the company for any technical support issue or question regarding their wireless device of any type, including Smartphones of all makes and models and data cards.
- ❖ Blackberry Enterprise Server and GoodLink Server support for day to day moves, adds, changes and deactivations. Enterprise Activations, password resets, account creation are all included in this service.
- ❖ Remote control of wireless devices available to support end-user issues.
- ❖ Smartphone (Blackberry, Windows Mobile) self service portal.
- ❖ Custom process interaction with Client Information Technology group as needed.
- ❖ Custom processes for activation and handling of Smartphones.



\$Per Device Fee\$

Wireless Mobility Management...

Wireless Optimization



- ❖ Download and review usage patterns for 3 months of electronic invoices from carrier web portal.
- ❖ Import CDRs and International usage for each months' invoice period.
- ❖ Audit 3 Months invoices to adjust for local fees, surcharges, taxes (Federal, State, Local, Gross Receipts)
- ❖ Model Cellular, Messaging, Data, International and Ancillary Rate Plans with DNs to obtain optimized savings.
- ❖ Present Optimization Recommendation to Client.
- ❖ Contact carrier to change plans.



\$Per Device Fee\$

EnTele-Portal... Web Interface



Main - Windows Internet Explorer
 http://apps.entelegent.com/demo/Main.asp

File Edit View Favorites Tools Help

Home Account View Account Tools Manage Tickets Sign Out

Current Billing Summary of Charges and Payments

Current Invoice Header

Account #:	40000020	Company Name:	Customer Demo
Address:	123 Main Street	City:	Charlotte
Invoice Date:	2/1/2011	Date Due:	5/26/2009
Total Due:	\$6377.47	Previous Balance:	\$0.00
Total of Charges: \$6358.96			
Adjustments			
Adjustments:	\$0.00	Late Charges:	\$0.00
Taxes			
Tax Amount:	\$18.51		
Federal Taxes:	\$6.32	States Taxes:	\$10.36
County Taxes:	\$1.83	Local Taxes:	\$0.00

Billing Trend

ENTELEGENT SOLUTIONS
 A Managed Solutions Provider

800.800.8000

billing solutions
 voice services
 data services
 telecom expense management
 managed services
 partner programs

Exclusively provided through the Agent and VAR communities.

Who We Are
 EnTelegent Solutions is a MSP (managed solutions provider) with the ability to manage one or more services, provided by one or more carriers under one common umbrella, resulting in a simple & cost effective solution.

EnTele-Portal
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

EnTele-Manage
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

EnTele-Bill
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

EnTele-Audit
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Managed Services
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.


News, Events & Resources
 News Title
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
 Read More

News Title
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
 Read More

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EnTele-Bundle... Reporting



ENTELEGENT SOLUTIONS

Home Account View Account Tools Manage Tickets

Available Reports

Company Name	Inventory Type	Report Type
40000020 - Customer Demo	CPE	Report By Locations
40000021 - Demo Customer Account	Data Circuit	Report By Services
40000049 - Demo Customer Account 2	General	Report By Providers

Report By Location


Account Number : 40000049 Location Name : Customer Name : Demo Customer Account 2

Inventory Type	WTR Box	Wireless TN	Circuit Id	Circuit Class	Circuit Type	Carrier	Device Type	LD Voice	Rate	User Name	Destination #	Description	Bandwidth	Speed	Inter CPM	Intra/Intralata CPM	Intra/Interlata CPM	MRC
Local_Voice_Circuit	NA	NA	x34 LOCALV	NA	FRI	Verizon	NA	NA	1.5MB	NA	NA	FRI Pack	0	NA	NA	NA	NA	\$125.00
Local_Voice_Circuit	NA	NA	x45 LOCALPRI	NA	FRI	Qwest	NA	NA	1.5MB	NA	NA	Business Pack PRI	0	NA	NA	NA	NA	\$1275.00
Local_Voice_Circuit	NA	NA	x65 LPR1	NA	FRI	OneComm	NA	NA	1.5MB	NA	NA	FRI 24	0	NA	NA	NA	NA	\$1400.00
Local_Voice_Circuit	NA	NA	x66 554PRI	NA	Dynamic PRI	Verizon	NA	NA	1.5MB	NA	NA	FRI Pack	1.5MB	NA	NA	NA	NA	\$1250.00
\$5050.00																		

Account Number : 40000049 Location Name : Carolina Customer Name : Demo Customer Account 2

Inventory Type	WTR Box	Wireless TN	Circuit Id	Circuit Class	Circuit Type	Carrier	Device Type	LD Voice	Rate	User Name	Destination #	Description	Bandwidth	Speed	Inter CPM	Intra/Intralata CPM	Intra/Interlata CPM	MRC	
Data_Circuit	NA	NA	1415 Demo.Int.DIA	DIA	xDSL	AT&T	NA	NA	NA	NA	NA	Business Internet	NA	55k	NA	NA	NA	\$75.99	
Data_Circuit	NA	NA	1415 Demo.Int.MPLS	MPLS	Port	AT&T	NA	NA	NA	NA	NA	MPLS Network Port	NA	1.5MB	NA	NA	NA	\$300.00	
Data_Circuit	NA	NA	1415 Demo.Int.MPLS	MPLS	Loop	AT&T	NA	NA	NA	NA	NA	MPLS Network Loop	NA	1.5MB	NA	NA	NA	\$150.00	
LD_Voice_Circuit	NA	NA																0.0250	
Local	636-625-7777	NA																NA	\$25.99
Local	636-625-8888	NA																NA	\$14.99

Excel
Adobe Pdf
View In Browser



ENTELEGENT SOLUTIONS

3806 Arco Corporate Drive
Suite 310
Charlotte, NC 28273
www.entelegent.com

Customer Demo
123 Main Street
Charlotte, NC 28202

Invoice

Account Information

ACCOUNT NUMBER: 40000020
INVOICE NUMBER: 3227094
INVOICE DATE: 02/03/2011
BILLING PERIOD: 02/01/2011 - 02/28/2011
PAYMENT DUE: **May 24, 2009**

Account Summary

BALANCE INFORMATION

PREVIOUS BALANCE DUE:	\$0.00
PAYMENTS RECEIVED THRU 2/3/11	\$0.00
ADJUSTMENTS:	\$0.00
PAST DUE BALANCE	\$0.00
NEW CHARGES	
NEW USAGE CHARGES	\$0.00
MONTHLY SERVICE CHARGES	\$0.285.96
FINANCE CHARGES:	\$0.00
TAXES, REGULATORY	\$15.51
TOTAL NEW CHARGES	\$6,377.47

Customer Service:
(800)-875-7192
Email: esupport@entelegent.com
Business Hours: Monday - Friday, 9am-5pm EST
Customer Service For Service Emergencies: Everyday, 24 hours/day
Portal: http://www.entelegent.com/Customer_Sign_In

Special Message

Thank you for choosing Entelegent Solutions!

PAYMENT COUPON

- Make checks payable to Entelegent Solutions
- Please return this portion with your payment to ensure proper credit
- Please note address or phone changes on this coupon
- Address or phone changes may also be submitted by calling (800)-875-7192

YOUR ACCOUNT NUMBER: 40000020
INVOICE DATE: 02/03/2011

Customer Demo
123 Main Street
Charlotte, NC 28202

Remit payment to: Accounts Receivable
3806 Arco Corporate Drive
Suite 310
Charlotte, NC 28273

Due Date Upon Receipt	
Amount Due	\$6,377.47
Amount Enclosed	*

Current Account Info - Windows Internet Explorer

http://apps.entelegent.com/demo/Inventory/Inventory_EndUser.asp

File Edit View Favorites Tools Help

Current Account Info

MO

DID TF and TN Inventory Assigned

Total Records: 14

ENT Account#	Telephone Number	Description	Carrier	Install / Disco Date	Address City State	G/L Code
40000021	8004551234	2nd Flr TF Number	Qwest			12345
40000021	8124292341	2nd Flr Number	Qwest			12345
40000021	812-429-5678	3rd Flr Number	Qwest			12345
40000021	812-429-9876	4th Flr Number	Qwest			12345
40000021	812-429-2222	5th Flr Number	Qwest			12345
40000021	8124291234	Main Number	Global Crossing			12345
40000021	8004551456	Main Front Desk	Global Crossing			12345
40000049	636-625-1234	Main Number	Global Crossing			12345
40000049	8002654321	Main Number Front Desk	Global Crossing			12345
40000049	8002652323	2nd Flr TF Number	Qwest			12345
40000049	636-625-7777	2nd Flr Number	Qwest			12345
40000049	636-625-8888	3rd Flr Number	Qwest			12345
40000049	636-625-9999	4th Flr Number	Qwest			12345
40000049	636-625-6666	5th Flr Number	Qwest			12345

Done





EnTele-Bundle... *How it works*



Initial Build

Client

- ❖ Letter Of Agency (LOA)
- ❖ Non-Disclosure Agreement (NDA)
- ❖ Executed Contracts
- ❖ Billing CDs and other media
- ❖ On-Line Billing Information
- ❖ Paper Invoices
- ❖ Questionnaire Template

EnTelegent

- ❖ Build Database
- ❖ Initial Analysis
- ❖ ID Anomalies and billing errors
- ❖ Optimization suggestions

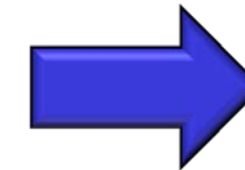
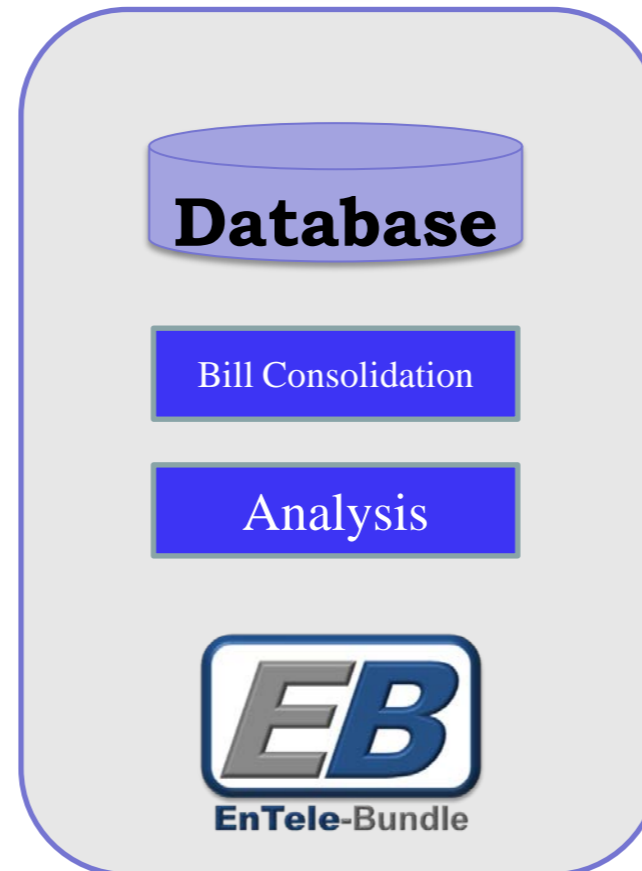
Ongoing

MAC-D Activity

- ❖ Identify and upload changes
- ❖ Trouble Tickets
- ❖ Order/Change Management

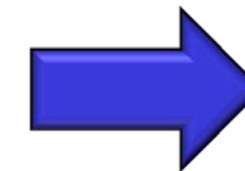
Billing Variances

- ❖ Capture and record service changes



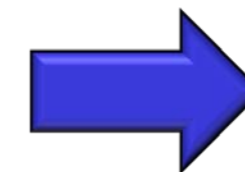
Inventory

- ❖ Services
- ❖ Contracts
- ❖ All Carriers

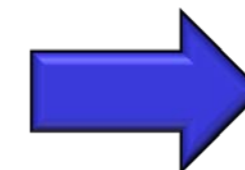


Reporting

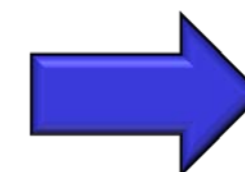
- ❖ Web Portal
- ❖ Quarterly Value Report



Single Invoice



Centralized Service Desk



Optimization

- ❖ Best technology
- ❖ Cost savings



EnTele-Bundle... *Service Performance Guarantee*



EnTelegent Guarantees that the savings obtained as a result of utilizing the EnTele-Bundle Services provided by EnTelegent shall exceed the cost of such Services or EnTelegent will refund the difference as described in the Service Performance Guarantee.

EnTelegent shall, subject to the provisions of the Service Performance Guarantee, credit 100% of the difference between the amounts paid to EnTelegent for EnTele-Bundle services related to wire line services and the cost reductions recommended by EnTelegent regarding those services, as reported on the EnTele-Bundle Value Report.



Such service credit shall be up to a maximum of the total amounts paid to EnTelegent for EnTele-Bundle services during the initial term of the initial Service Order entered into by the parties under the EnTele-Bundle Service Agreement.

Guarantee is subject to stipulations and requirements as detailed in the EnTele-Bundle Service Performance Guarantee.



EnTelegent is a Managed Solutions Provider

- ❖ EnTelegent provides **network services, expense and activity management** for business customers with multi-location, multi-vendor communications environments.
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- ❖ EnTelegent offers a **complete line of voice and data services**, with nationwide CLEC certification and robust service management and reporting capabilities.



Centralized Service Desk



Network Services



Consolidated Billing



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