



ENTELEGENT  
SOLUTIONS

*... A Managed Solutions Provider*

# EnTelegent is a Managed Solutions Provider

***EnTelegent Solutions*** provides telecom services, expense and activity management for enterprise customers with multi-location, multi-vendor environments.



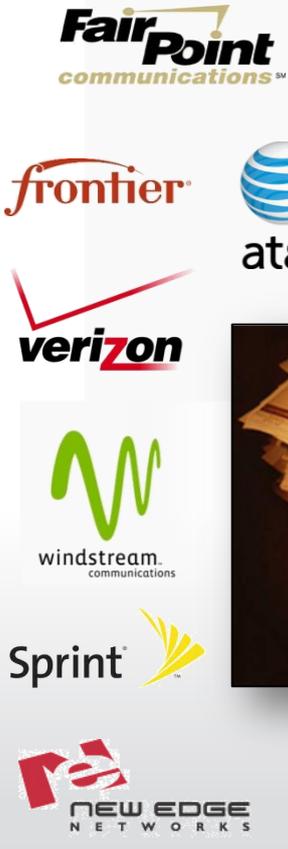
- ❖ The EnTelegent solution delivers a powerful set of tools that provide a single point of administration and control for all telecom services, activities, costs and invoices.
- ❖ EnTelegent offers a full suite of managed and hosted solutions and a complete line of voice, data and conferencing services,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

***...Managed Communication Solutions***

# Today's Corporate Landscape

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

- Activity Management
- Invoice Management
- Service Management
- Contract Management



Account Information	
ACCOUNT NUMBER:	4000041
INVOICE NUMBER:	2982090
INVOICE DATE:	07/01/2009
BILLING PERIOD:	07/01/2009 - 07/31/2009
PAYMENT DUE:	July 21, 2009

Account Summary	
<b>BALANCE INFORMATION</b>	
PREVIOUS BALANCE DUE:	\$7,712.42
PAYMENTS RECEIVED THRU:	7/5/09 \$0.00
ADJUSTMENTS:	\$0.00
<b>PAST DUE BALANCE:</b>	<b>\$7,712.42</b>
<b>NEW CHARGES</b>	
NEW USAGE CHARGES:	\$0.00
MONTHLY SERVICE CHARGES:	\$11,886.36
FINANCE CHARGES:	\$0.00
TAXES, REGULATORY:	\$0.00
<b>TOTAL NEW CHARGES:</b>	<b>\$11,886.36</b>

**PAYMENT COUPON**

\*Make checks payable to Enteleagent 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)475-7192

YOUR ACCOUNT NUMBER:	4000041
INVOICE DATE:	07/01/2009

American Computer Association ACA  
 P.O. Box 2210  
 WINTERVILLE, NC 28790

Remit payment to: Accounts Payable  
 3890 Arco Corporate Drive  
 Suite 210  
 Charlotte, NC 28273

Due Date Upon Receipt:	
Amount Due:	\$8,175.00
Amount Enclosed:	



# EnTelegent Service Aggregation



EnTelegent Wholesale

EnTelegent Resale

Third Party Retail

Third Party Rebill



**ENTELEAGENT SOLUTIONS**

**ENTELEAGENT SOLUTIONS**

**Invoice**

3800 Arco Corporate Drive  
Suite 210  
Charlotte, NC 28273  
www.entelegent.com

American Computer Association ACA  
P.O. Box 2210  
WINTERVILLE, NC 28590

Customer Service:  
(800) 475-7192  
Email: [esupport@entelegent.com](mailto:esupport@entelegent.com)  
Business Hours: Monday - Friday, 9am-5pm EST  
Customer Service For Service Emergencies: Everyday, 24 hours/day

Account Information	
ACCOUNT NUMBER:	4000041
INVOICE NUMBER:	2982299
INVOICE DATE:	07/01/2009
BILLING PERIOD:	07/01/2009 - 07/31/2009
PAYMENT DUE:	July 31, 2009

Account Summary	
<b>BALANCE INFORMATION</b>	
PREVIOUS BALANCE DUE:	\$7,712.42
PAYMENTS RECEIVED THRU 7/01/09:	\$0.00
ADJUSTMENTS:	\$0.00
<b>PAST DUE BALANCE:</b>	<b>\$7,712.42</b>
<b>NEW CHARGES</b>	
NEW USAGE CHARGES:	\$0.00
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TAXES, REGULATORY:	\$0.00
<b>TOTAL NEW CHARGES:</b>	<b>\$11,886.36</b>

**Special Message**

Thank you for choosing EnTelegent Solutions!

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# EnTelegent Services

**EnTelegent delivers invoice consolidation, provides management of multiple billing environments and centralizes MAC-D and trouble ticket activity.**

- **Managed Solutions**

- **EnTele-Bill**

- Carrier and Service Consolidation
    - Invoice Consolidation and Payment

- **EnTele-Care**

- Centralized Service Desk
    - Change/Trouble Management

- **EnTele-Manage**

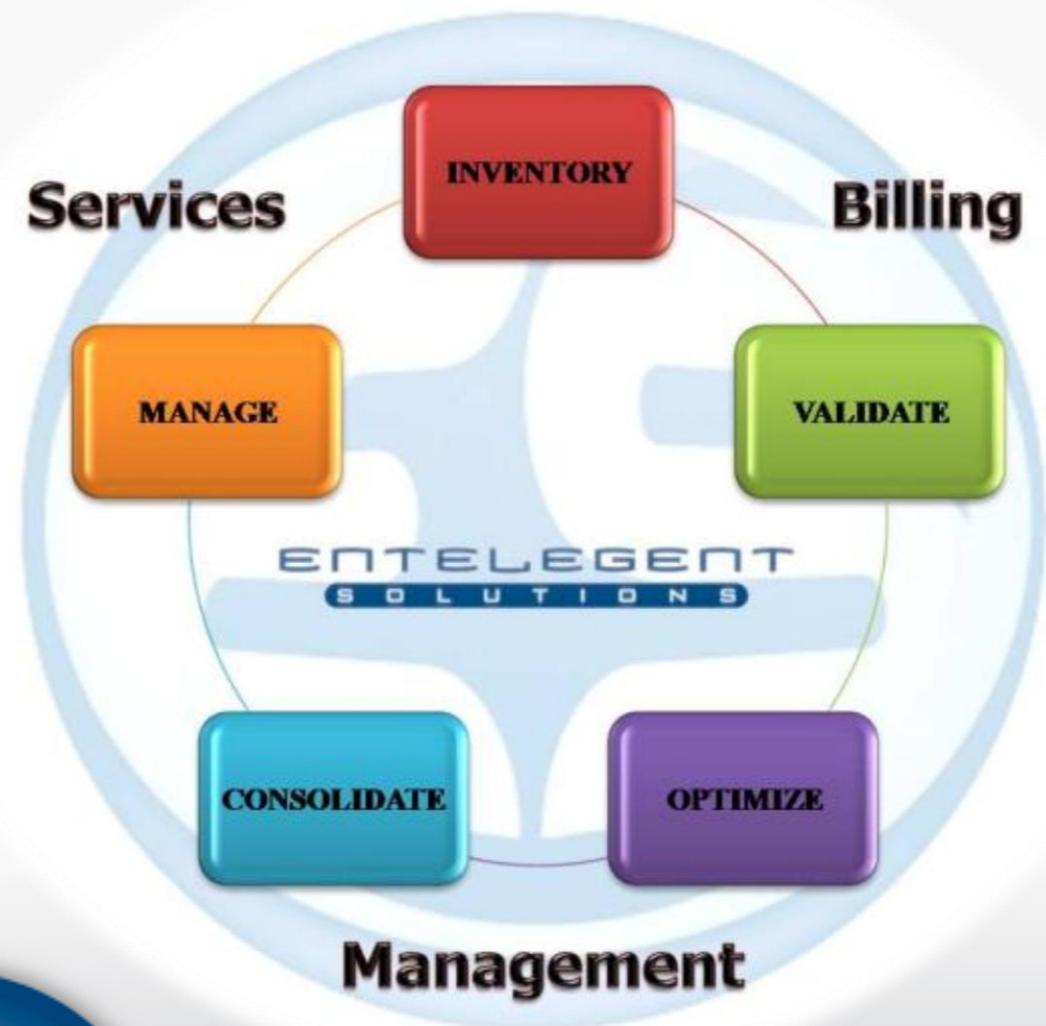
- Telecom Expense Management
    - Telecom Activity Management

- **Hosted Solutions**

- MS Office Anywhere
  - MS Exchange
  - MS SharePoint
  - Managed Server/Storage

- **Network Services**

- Data Services (DIA, MPLS, Private Line)
  - Voice Services (VoIP, POTS, PRI)
  - Conferencing Services (Audio, web)



## EnTele-Bill... *Consolidated Telecom Billing*

- EnTele-Bill delivers **invoice consolidation** and management of multiple billing environments
  - Provides consolidated billing of telecom services, locations and providers across the entire enterprise
- EnTele-Bill helps manage communication infrastructures by processing invoices for multiple carriers, products and locations
  - Provides functional reports via a web portal
  - Provide a single remittance statement for all carriers, locations and services
  - Allows accounts payable to make one payment to EnTelegent Solutions



## EnTele-Care... *Telecom Order and Incident Management*

- EnTele-Care is a management tool which helps manage all MAC-D (Move, Add, Change, Delete) orders and trouble tickets
  - Provides a single point of contact to enter and manage troubles and orders for all carriers, products, services and locations
- EnTelegent Solutions submits orders or trouble tickets to the appropriate carrier and project manages the order/ticket to completion
- EnTelegent Solutions provides status updates via EnTele-Portal, email, and or callback depending on customer preference



# EnTele-Bundle... *THE Killer Telecom Management App!*



- **Inventory** of all wire line and wireless services, providers and locations
- **Invoice Consolidation** and management of multiple billing environments
- **Change Management** capability which helps manage all MAC-D (Move, Add, Change, Delete) orders and trouble tickets
- Reduce telecom spend... **optimize** existing enterprise environment
- **Wireless** Help Desk and Device Management Options



## EnTele-Manage... *Telecom Expense and Activity Management*

- Provides **life cycle management of telecom assets**, services and plans, business analytics, provisioning, change management, support, expense management, contract compliance and review
  - Simplified billing and provisioning process for internal team
  - Extensive expenditure reporting supporting more effective contract negotiations
- Ensures **corporate compliance** on all new service/device orders, plan modifications, support tickets and terminations
- Conducts **automated invoice audit processes** and monthly rate plan optimization for expense management
  - Catch and correct carrier billing discrepancies before being paid
  - Eliminates unnecessary/unused service & billing sooner
  - More effective recovery process when necessary
  - Monthly reduction in cellular spend through optimization



# EnTelegent Data Services

**EnTelegent is the service provider you can rely on to provide mission-critical connectivity to grow with you as your business needs evolve over time**

- Multiple Tier 1 national provider partners
  - Transport data wherever it needs to go
  - Make content and resources available wherever and whenever it's needed
- Outstanding customer care
  - Best in class service levels
  - Easy to use, comprehensive customer portal

## Data Services

- Speeds range from T-1 (1.5M) to DS-3 (45M) up to OC-n and GigE
  - ❖ **Dedicated Internet Access (DIA)**
  - ❖ **DSL**
  - ❖ **MPLS**
  - ❖ **Private Line**



# EnTelegent Voice Services

**EnTelegent offers a full range of voice services designed to meet the specific needs of your business**

## Local Services

- Business Lines
  - Measured Rate Service
  - Flat Rate Service
  - Flat Rate Service w/ Feature Pak
- PRI (Primary Rate Interface)
  - Local Voice
  - Dynamic
  - Integrated

## VoIP Services

- Managed VoIP
  - Managed VoIP Service

## Long Distance Services

- Long Distance Service
  - No monthly fee
  - Low rate per minute
- Unlimited Long Distance
  - Unlimited LD

## Conferencing Services

- Audio Conferencing
- Web Conferencing



# EnTelegent Managed VoIP

The only fully integrated End-to-End internet-based phone solution

- All calls are monitored 24x7x365 for quality
- Typical monthly phone bills are cut by half or more
- Achieve better quality and reliability than traditional phone service.
- **POOL** lines across ALL enterprise locations
- **BURST** above the number of subscribed lines... no blocked calls





## Superior Call Quality

*EnTelegent Managed VoIP*

### End-to-End Quality Advantages

- ❖ Better Compression Means 3X More Calls and GREAT Sounding Voice
- ❖ Internet Routing Control From Both Ends
- ❖ Quality of Service (QOS) Priority for Voice Over Customer LAN and Internet
- ❖ The Entire End-to-End Call Path Monitored 24x7x365

**The ENTELEAGENT End  $\leftrightarrow$  End Solution**



**Superior  
Call Quality**

**Built Together From  
the Ground Up!**





# EnTele-Conference Service Offerings

**Increase productivity and impact your audience  
with a full range of audio and fully-integrated web conferencing services**

## Audio Conferencing

- Anytime
- Pass Code
- Manager
- Event Manager



## Web Conferencing

- WebEx
- IBM Lotus Sametime Unyte
- Microsoft Office Live Meeting



# EnTele-Portal... Web Interface

**ENTELEGENT SOLUTIONS**  
A Managed Solutions Provider  
800.975.7192

home  
sales view  
sales tools

### Quotes

Submitted:	3
Proposal:	17
Not Submitted:	2
Closed:	9
Cancelled:	69
Agent Attention:	178

### Orders

Pending Order:	4
Installed:	8

### Opened Tickets

Out of Service:	1
Billing Issue:	1
Account Note:	1

### Billed / Commission

\$16,000  
\$14,000  
\$12,000  
\$10,000

start | Inbox - Microsoft Out... | Entelegent > Home - ... | ESPN Radio - SuperSt... | Microsoft PowerPoint ... | Internet | 100% | 8:40 AM





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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.



**Telecom Expense and Activity Management**



**Network Services**



**Consolidated Billing**