Avotus Mobile Device Provisioning & Support

Few Facts:

» Wireless costs are increasing and accounting for a much larger percentage of telecom spend and have overtaken wireline services
» Impetus to keep processes and costs under control is being provided by the adoption of new wireless devices and services or expiration of current contracts
» There is anecdotal awareness that a large percentage of wireless is not centrally managed
» Your existing Telecom Expense Management solution may not be equipped to handle the challenges posed by wireless devices

For the first time, you will be in control of your mobile assets—right from how and where the assets are procured to replacing them when they are lost or stolen.

Given the complex issues involved with managing mobile expenses, Avotus Mobile Device Provisioning & Support service is designed as a fully outsourced managed service. This means that you offload all of the problems involved with invoice collection, verification, and dispute resolution to Avotus. While Avotus is doing the work, you still have access to all of the information you need to manage the financial aspects of your wireless expenses using our detailed reporting engine.

Our Solution

The Avotus Enterprise Portal solves the major issues with mobile devices—providing service and ensuring reliable support for your users. Our self-service portal enables your users to get technical support, order replacement units and accessories, and report service issues.

WHETHER YOU ARE LOOKING TO MANAGE & REDUCE WIRELESS SPEND OR PROVIDE SUPPORT FOR YOUR USERS, AVOTUS ICM MOBILE LIFECYCLE MANAGEMENT ADDRESSES THE ENTIRE LIFECYCLE OF WIRELESS COMMUNICATIONS AND ENTERPRISE MOBILITY
Spend Management
As part of our Mobile Lifecycle Management outsourced service, we take control of all invoice processing and reconciliation tasks. Outsourcing the spend management activities associated with mobile management to us provides you with:

» Complete visibility — “Open book” invoice management process
» Cent percent review — Every invoice line item, subcomponent, and amount validated against real-time inventory and contract/tariff
» Proactive management of the invoice “receipt-to-pay” process
» Anytime “at-your-fingertips” access to your data
» Dispute filing and credit recovery done on your behalf
» Electronically bonded to enterprise accounting and finance systems

User Management
From initial procurement to a fully functioning wireless phone or data device, through on-going support for problem resolution, service changes, and new equipment, Avotus offers a high-touch solution utilizing a mix of human involvement and technology.

Enterprise Portal
» Custom web portal supports your mobile plans and devices
» Enforces your wireless purchasing policy
» Ensures that users get right devices and plans
» Implements approval process, when required
» Interfaces with carriers for procurement and provisioning

Inventory Management
Having an accurate inventory of your mobile assets is critical. Avotus will initially perform an automated analysis of your bills and internal records to collect this information. Then, it will also implement employee self reporting via web-based and phone-based surveys.
To ensure that we collect as complete an inventory as possible, we track multiple serialized (phone, PDA, wireless data cards) and non-serialized (accessories) devices or items per user. Inventory can be tracked at a location as well as be associated with an individual. Reporting is then provided on a user or asset basis.

**Comprehensive Mobile Analytics and Reporting**

The centralized web-based reporting within this offering provides a complete picture of all of your wireless communications on a corporate, department, or user level regardless of how many providers are delivering mobile services. Detailed reports enable you to audit compliance security and legal and regulatory requirements for communications.

**Procurement and Provisioning**

Using your customized self-service Enterprise Portal, users can perform a variety of tasks. They can order new or replacement devices, accessories, or plans. As part of the initial set up, we work with you to configure each user’s access and equipment choices so you can be sure that all employees get the right level of support for their job function. As part of our mobile lifecycle solution, we integrate our mobile inventory management and ticketing systems with your ERP or financial purchasing systems.

**Mobile Support Center**

Avotus also provides a Mobile Support Center that will respond to user requests, manage the procurement and provisioning process, and track assets. To ensure your users get the highest level of support, our experienced staff has access to detailed information about user-specific issues, equipment, and usage.

Users contact the Mobile Support Center online or via phone, email, or fax. We utilize a Request Ticketing System to ensure that we have accurate information on the disposition of each issue or order. Users will receive a confirmation and ticket number via email, and there would be status and post-completion follow-ups.

**Avotus Mobile Device Provisioning & Support solution is**

- **Comprehensive** Near real-time usage view, mobile device management & rate plan optimization are available as optional add-ons, making it a complete solution for managing your wireless assets
- **Holistic** Provides complete management of mobile assets helping you to identify and prevent fraud, abuse and policy violations
- **Scalable** The solution can scale up or down, in terms of policies and devices under management, to ensure that this solution is a right fit for your organization
- **Flexible** Our experienced helpdesk personnel can recommend wireless policy best practices as well as customize the offering, to suit your exact business needs
About Avotus

With more than 30 years of industry experience, Avotus is the award-winning provider of Intelligent Communications Management (ICM) solutions. ICM solutions enable users to optimize, manage and protect against misuse and abuse of their critical investments in telecom and technology. Avotus’ ICM lifecycle can be deployed in a manner that allows each engagement to self-fund the next, while putting cash on the client’s bottom line at each step. ICM solutions include: Enhanced Usage Reporting (EUR) for Unified Communications, Telecom Expense Management (TEM), Intelli-Sourcing and Wireless Management. Avotus and its partners serve more than 1,000 clients in North America and around the world, many of which are industry-leading Fortune 5000 companies. ICM is Avotus’ Intelligent approach to managing wireline and wireless assets, and a safeguard for your next-generation communications solutions.