

Telecom Expense Management (TEM) has emerged as the business process conducted by IT, telecom and finance departments to determine which corporate telecommunications assets an enterprise should acquire, provision and support.

MTS TEM Application Suite (AS) offers a comprehensive approach in providing enterprises the ability to manage their communications environments and associated costs. **Alone or bundled, AS modules deliver TEM options** aimed at reducing enterprise communications costs, increasing visibility and maximizing staff resources time. AS supports multiple vendor switch environments (traditional PBX and IP) including Siemens, NEC, Avaya, Nortel and Cisco.

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.

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

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.

- Assign assets to 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

Help Desk

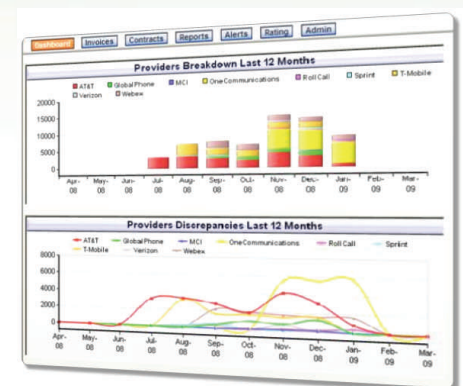
MTS Help Desk gives you a single point of control over all your telecom support activity presenting you with a complete view of open and closed support tasks.

- Monitor Trouble Ticket and Work Orders through customer e-mail notifications
- Keep systems in synch and save technician time
- Optimize management in a mixed environment
- Track technician productivity

Invoice Management

MTS Invoice Management lets you drive down telecom costs by taking control of your vendor invoices. You also maintain records of all your invoices, validate, approve or dispute invoices, and allocate charges to the appropriate cost centers.

- Validate invoice charges against contract rates
- Detect service provider errors and prevent late fees
- Chargeback telecom costs
- Integrate with accounts payable (A/P)



Mobile Management

MTS Mobile Management enables you to gain control of wireless cost, services and assets.

- 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

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 MTS/IT Help Desk
 sources: 6320.5852782255
 did not approve your calls list. You are 143 days late!

Number	Calls	Category	Location	Price Per Min	Total Price	Private
6302017005	1	Local	LA GRANGE P. IL	\$0.01	\$0.02	☐
6302120247	1	Local	WHEELING BLD. IL	\$0.01	\$0.05	☐
6307718654	3	Local	LEMONT BOLI. IL	\$0.01	\$0.09	☐

Start Date	Duration	Price Per Min	Total Price	Private
10/03/2008 12:10:00 PM	00:04:06	\$0.01	\$0.05	☐
10/03/2008 12:28:00 PM	00:00:54	\$0.01	\$0.01	☐
10/07/2008 10:30:00 AM	00:01:12	\$0.01	\$0.02	☐

Number	Calls	Category	Location	Price Per Min	Total Price	Private
17094457316	1	Local	OSK PARK. IL	\$0.02	\$0.02	☐
17734195940	2	Local	CHICAGO PAS. IL	\$0.04	\$0.08	☐
17736960931	4	Local	CHICAGO. IL	\$0.01	\$0.16	☒
1773806892	1	Local	NEWCASTLE P. IL	\$0.02	\$0.02	☒

911 Alerts

The MTS 911 Alerts package is a flexible solution that ensures the proactive management of your organization's vital call detail records and switch information. Our alerts package is designed to work with any switch to identify the following critical call data:

- Identify emergency/E-911 call alerts
- Pro-active toll-fraud detection (900/976/special #s)
- Percentage full alarming
- 'No Data' alarms

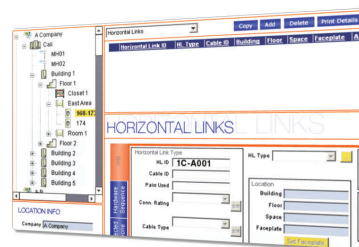
Complete Control & Easy to Use

Our easy-to-use interface puts the essential telecom data at your fingertips giving you complete control over your corporate communications environment. **Offered on a licensed or outsourced managed service basis**, MTS TEM Application Suite capabilities include ordering and provisioning, invoice and bill management, payment and allocation, chargeback and allocation reporting, contract and rate management, help desk, budget management and dispute resolution and management options.

Cable Management

With MTS Cable Management you can easily define your assets, setup the connectivity paths between them, and pinpoint how faults in one cable implicate deployed assets using just your browser.

- Quickly locate, review and correct cable issues
- Secure all cable documentation in one place for easy access
- Save time and resources



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.

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

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