

COMVIEW



SERVICES TYPE

TEM / WMM

KEY SERVICES

Fixed & Mobile
Invoice Processing
Inventory Management
Reporting & Analysis
Call Accounting
MDM Management
BYOD Management

SERVICE MODELS

Managed Service

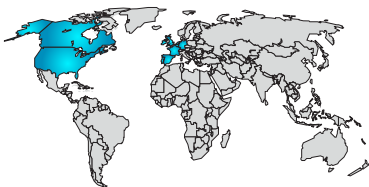
YEAR FOUNDED

1997

CORPORATE HQ

Huntington Station, NY (USA)

REGIONS



CONTACT

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COMVIEW

Comview is the market's choice for truly complete, fully integrated and easy to use telecom expense management (TEM) and wireless mobility management (WMM) solutions. Comview's flagship platform, Total Talk Management, is a TEM software system that allows users to manage all of their telecom usage and assets from one place. Invoice management, wireless management, audit, optimization, call accounting, asset management and procurement are all integrated into a single platform.

SERVICES OVERVIEW

Comview gathers and consolidates data from all fixed and mobile telecom invoices and devices, as well as conference services and IT assets, into a single cloud-based, integrated management package that provides quick and easy access with greater control and powerful visibility. Comview's products and services allow businesses of all sizes to continually identify savings and optimization opportunities and achieve them with fewer internal resources.

EFFICIENCY FIRST SOLUTION CERTIFICATION

Comview is the first vendor offering both TEM and WMM services to earn the prestigious Efficiency First® Solution Certification credentials*.

During the Efficiency First® Solution Certification program, the alignment of Comview's solution offering capabilities was evaluated against the Efficiency First® Framework v2.0, a disciplined, best practice-driven approach to managing fixed and mobile telecom environments.

Comview's Total Talk Management offerings were certified for alignment with the following Efficiency First® Framework v2.0 model activities:

Fixed Telecom Service Management Solution Alignment:

- Asset Inventory Management
- Auditing
- Change Control
- Contract Management
- Invoice Processing
- Optimization
- Reporting and Analysis
- Risk Management
- Service Inventory Management
- Service Ordering
- Sourcing and Procurement

Mobile Telecom Service Management Solution Alignment:

- Asset Inventory Management
- Auditing
- Change Control
- Contract Management
- Help Desk
- Invoice Processing
- Mobile Device Management
- Optimization
- Policy and Governance
- Reporting and Analysis
- Risk Management
- Service Inventory Management
- Service Ordering
- Sourcing and Procurement

COMVIEW



KEY STRENGTHS

AOTMP Perspective

AOTMP identified several notable strengths during the Efficiency First® Solution Certification program:

- **Account Management:** Business practices and processes are aligned with Comview's mission to deliver a superior client experience.
- **Implementation Practices:** Comview provides clear and realistic expectations regarding resource requirements and implementation timelines, which signals mature solution delivery capabilities.
- **Managed Services:** Comview possesses strong managed service delivery capabilities backed by staff experience and expertise.
- **Technology Platform:** Total Talk Management encompasses all available solution offerings available through a unified technology and user interface.
- **Solution Flexibility:** Comview's solution suite is modular to support a wide range of client needs; clients can add additional solution modules at any time and maintain a fully integrated solution.

Enterprise Perspective

Throughout the Efficiency First® Solution Certification program, as well as in previous AOTMP TEM / WMM vendor studies, clients have rated Comview high in several customer satisfaction categories.

Specific comments regarding Comview's staff knowledge and responsiveness are frequently expressed by its clients. Business integrity is another key trait identified by Comview's clients. Clients readily acknowledge that services delivered match those that are sold, which indicates a comprehensive understanding of clients' needs and internal confidence to deliver solutions meeting or exceeding requirements.

In addition, businesses identify cost optimization and business process optimization as distinct benefits of doing business with Comview.

C O M V I E W



*Efficiency First® Solution Certification

AOTMP Efficiency First® Certified Solution status is achieved by vendors that complete a certification program. The Program consists of diagnostic and scoring elements in which the vendor’s solution capabilities are evaluated for alignment with AOTMP’s Efficiency First® Framework v2.0, a disciplined, best practice-driven approach to managing fixed and mobile telecom environments.

Solution capabilities are then analyzed and scored against a standardized Efficiency First® Vendor Solution Certification scoring scale, using performance data collected from the vendor and client performance ratings collected directly from the vendor’s clients.

AOTMP Efficiency First® Certified Solution vendors possess solution capabilities aligned with the Efficiency First® Framework v2.0 and are likely to support an enterprise’s adoption of the Framework.