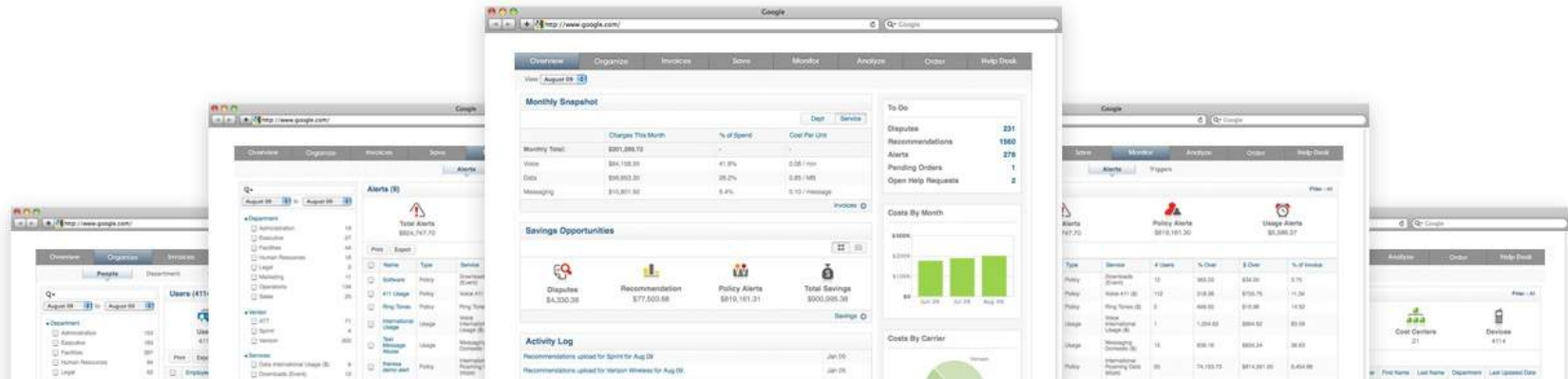


# Corporate Presentation

## TEM and WDM Solution

2014  
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# Agenda



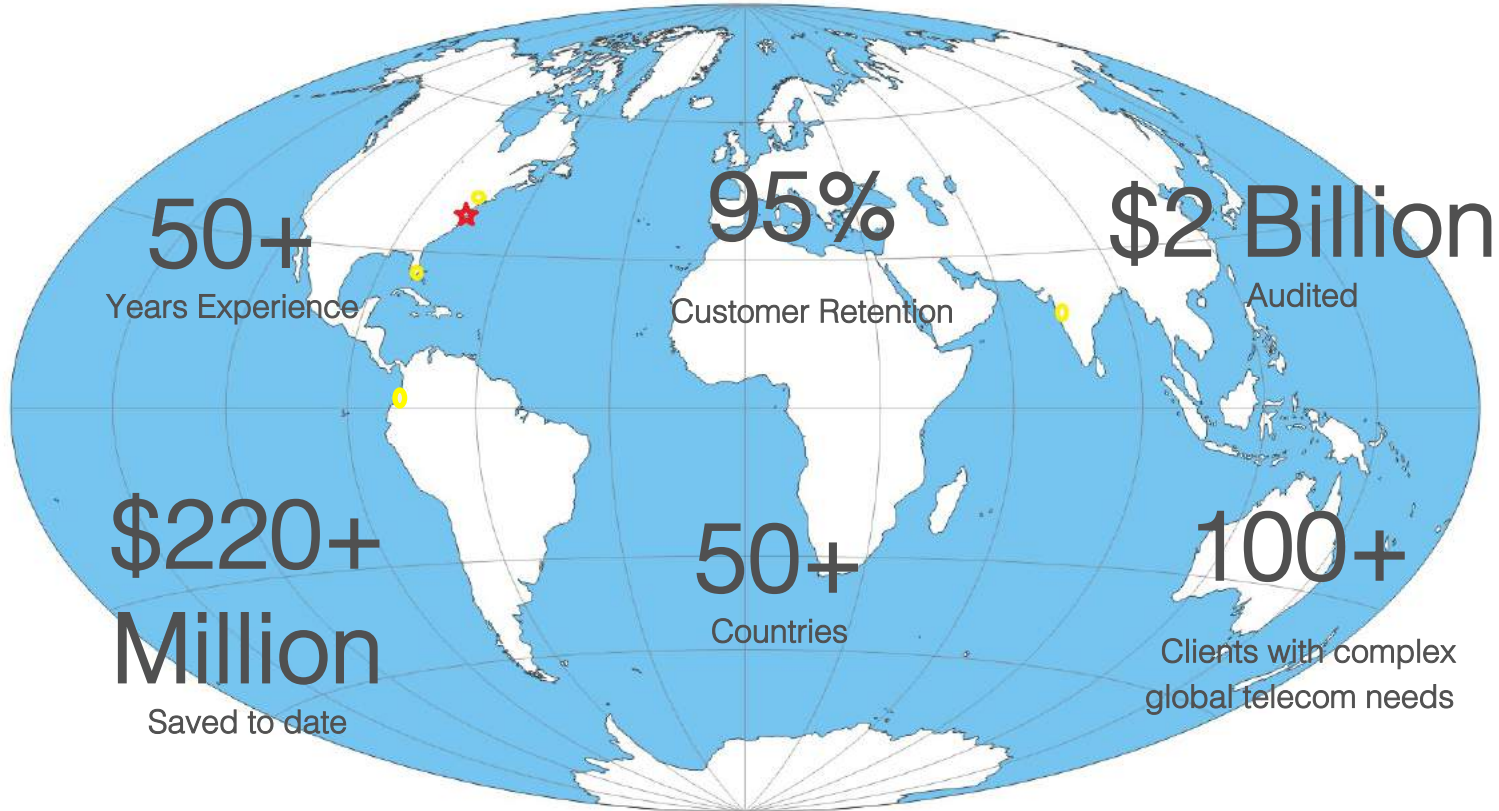
- Introductions
- About PAG
- PAG's Telecom Management Cloud
  - Vision / Solution Framework / In action
- Partner Program
- Implementation Examples
- Software Demo

# About Us...



- Founded in 2002, Headquarters in Matthews, NC
- 100+ Customers
- Services –Telecommunications Consultants
- Platform - Cloud solution for managing Mobility & TEM
- Value to Clients:
  - 100% focused on Cost reduction
  - Expansive Global Knowledge
  - Full Service
  - Industry Experts

# PAG By the Numbers



# Our Cloud Vision



- Purpose-Built Platform to Effectively Unify & Automate Mobility/Wireline Management within the enterprise
- Simplify the User Experience (Employees, Admin, Customer Service) via intuitive design and user defined experience
- Initiative Focused: Modular solution to match customer needs
- Maximize Cost Reduction
- Integrating Key Industry Providers: sellers, service providers and technology partners

# Our Cloud Solution Framework

## Integrated Data Views

- ▶ Devices
- ▶ Services
- ▶ Users, Sites

## Employee Self Service

- ▶ Marketplace
- ▶ BYOD Manager
- ▶ Help Center / Mobile App\*\*

## TEM

- ▶ Invoice Processing
- ▶ Service & Cost Inventory
- ▶ Savings

## Compliance

- ▶ Contract Manager
- ▶ Policy Management

## Service Desk Orchestration

- ▶ Internal/External SD
- ▶ Global Service Desk

## Business Intelligence

- ▶ Reports/Dashboards
- ▶ Analytics

# Simplifying the User Experience

## Single Sign On Supported

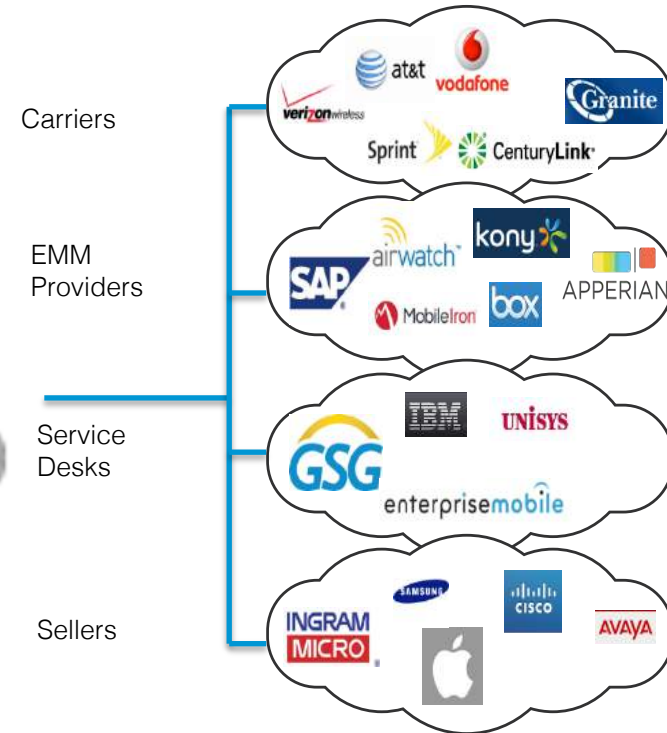
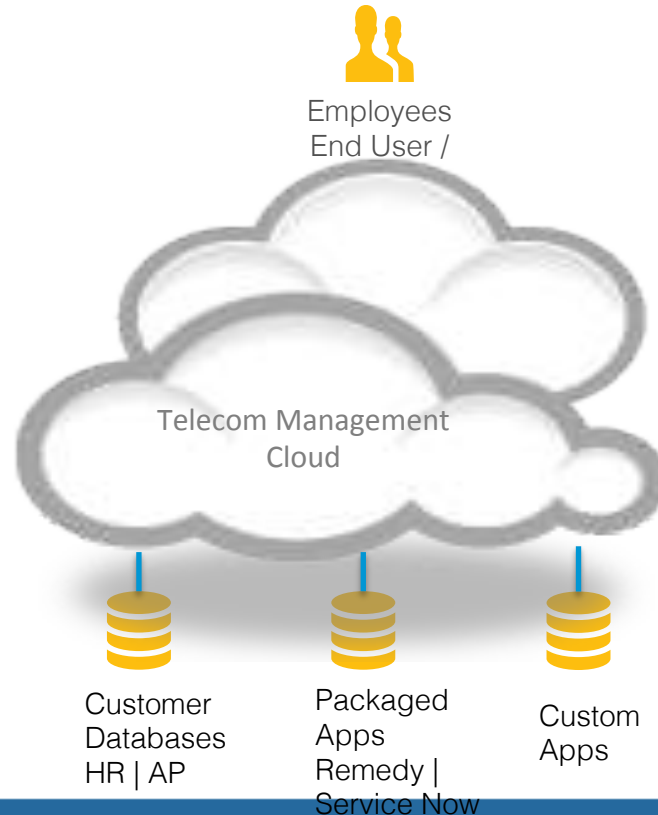
- SAML
- ADFS

## Two types of integration supported

- Flat file import
- API

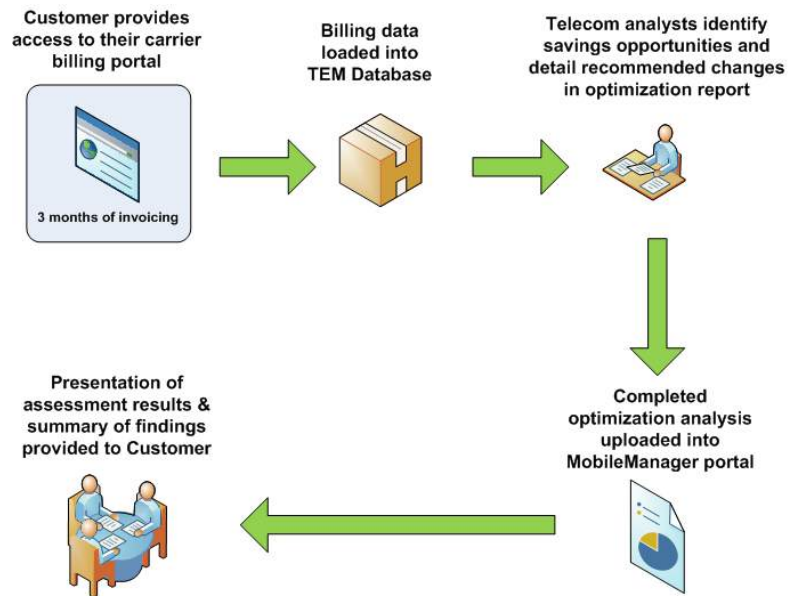
## Integration provided for:

- MDM
- Financial systems
- HR Systems
- Purchasing Systems
- ITSM systems
- Carrier systems



# Free Assessment

- Little to no effort on Client side
- Identify hard dollar savings opportunities—commonly over \$10/device/month and 3% of fixed line telecom spend
- Assessment will:
  - Review mobile plans and services and “right size” services to usage
  - Identify zero use devices
  - Point out potential refunds and credits
- Client sees demo of cloud software with own data and savings opportunities loaded
- Immediate ROI case study drives executive sponsorship of selected solution



Completed Audit & Optimization Report will be available within 2 weeks of receiving required customer info. Add 1 week for international carriers

Assessment  
Process



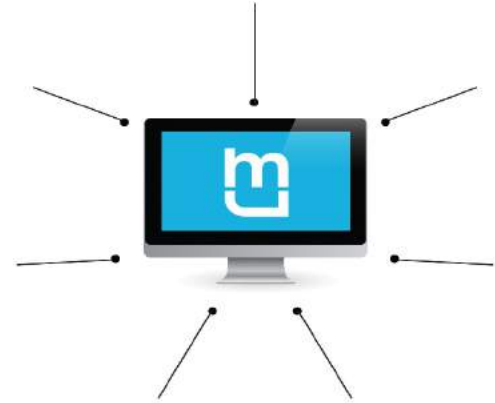
# Partnership



## Why PAG?

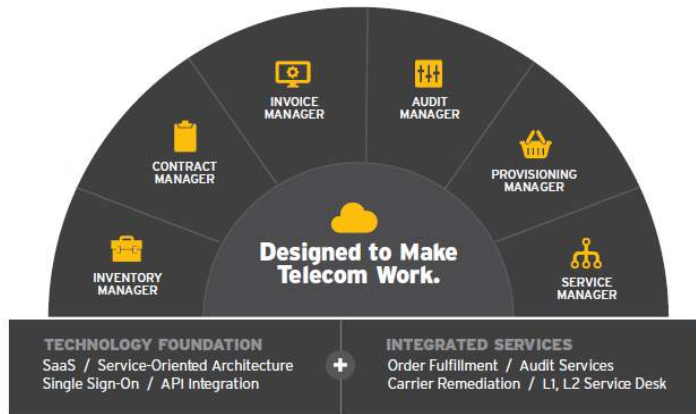
### Our Key Differentiators

- Innovative Technology
- Comprehensive Telecom Management Offering
- Immediate ROI
- Free Savings Assessment
- Global Capabilities
- Simplified Customer Experience
- Strong Track Record



# PAGAssist Wireline

Platform & service solution that automates telecom management processes, reduces costs, provides visibility & control




- SaaS
- Single Sign-On (SSO)
- Role-Based Access Control
- Workflow Management
- Global Capable
- Actionable Insight
- Intuitive User Experience
- Integration with multiple SP's

# Inventory Management

- Basis of our System
- Service Cost Inventory down to the USOC level
- Visibility by Site, Service, Vendor

**004 is Corporate Office** Actions ▾

Hazelwood, MO (326)  
325 James S McDonnell Blvd  
Hazelwood, MO, USA  
314-292-3880  
View Site



Site Manager  
Steve Shawly  
314-292-3880  
ss@demo.com

Employees  
Total Employee 94  
Emp. per shift 104  
Total Spend \$10,946.17

Site Status Active

Inventory | Site Document | Listing | Comments

**Inventory items(49)**

Ethernet(1) Flat Business Line(3) ISDN PR(22) Private Branch Exchange Private Line(2)

ID	Service Type	Vendor	WTN	Circuit ID	End Use	Amount	Status
107	Private Branch Exchange Trunk	AT&T SBC	(314) 551-0300	41.TKNA.314.55	Inbound/Out	\$51.32	Active
108	Flat Business Line	AT&T SBC	(314) 551-9947		Alarm Line	\$53.61	Active
109	Flat Business Line	AT&T SBC	(314) 551-9958		Marketing	\$53.61	Active
110	Flat Business Line	AT&T SBC	(314) 551-9975		Marketing	\$53.61	Active
111	Private Branch Exchange Trunk	AT&T SBC	(314) 731-9955	14.TKNA.314.73	Warehouse	\$53.83	Active
112	Private Branch Exchange Trunk	AT&T SBC	(314) 731-9955	14.TKNA.314.73	Warehouse	\$53.83	Active

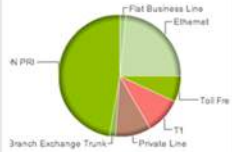
To Do

Site Ticket 0  
Site Alert 0

Site Actions Details

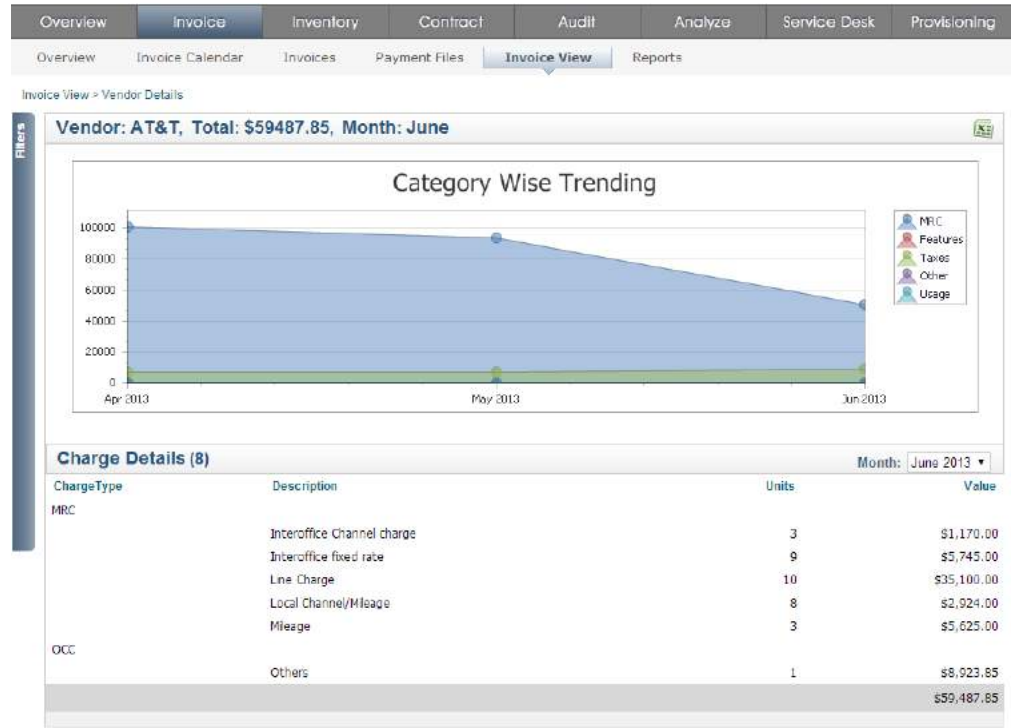
Spend By Service type

Pie Chart USD



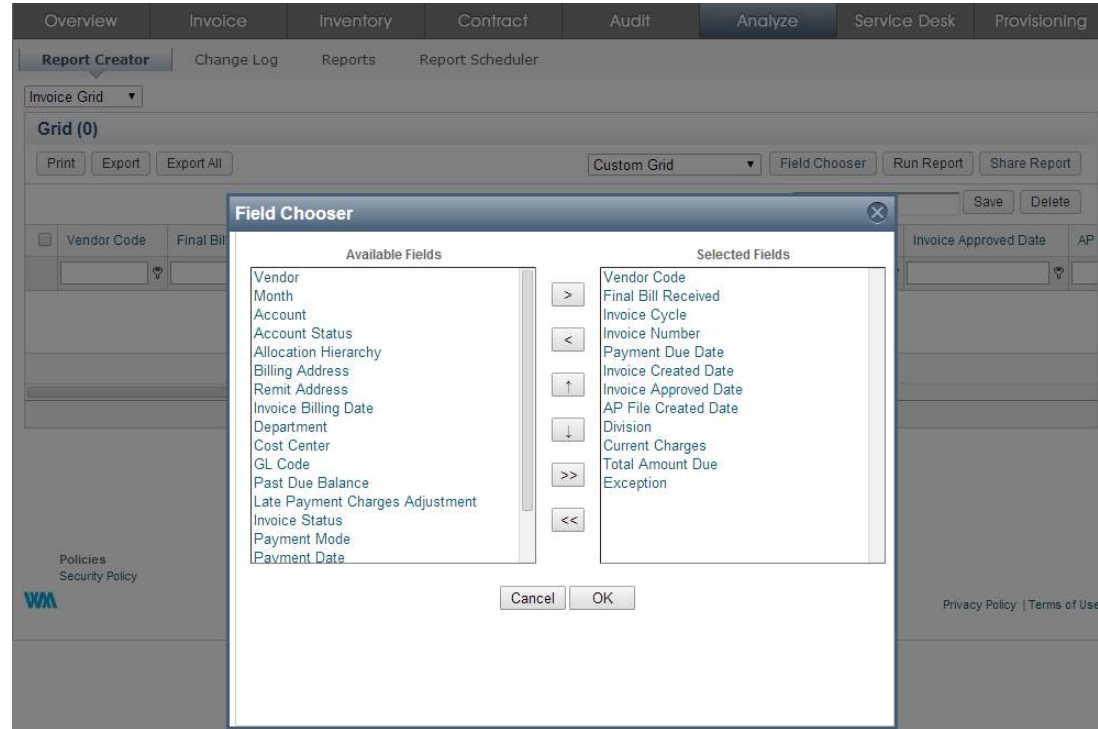
# Invoice Management

- Fully integrated review and approval workflow
- Automated exception generation
- Extensive reporting



# Robust Reporting

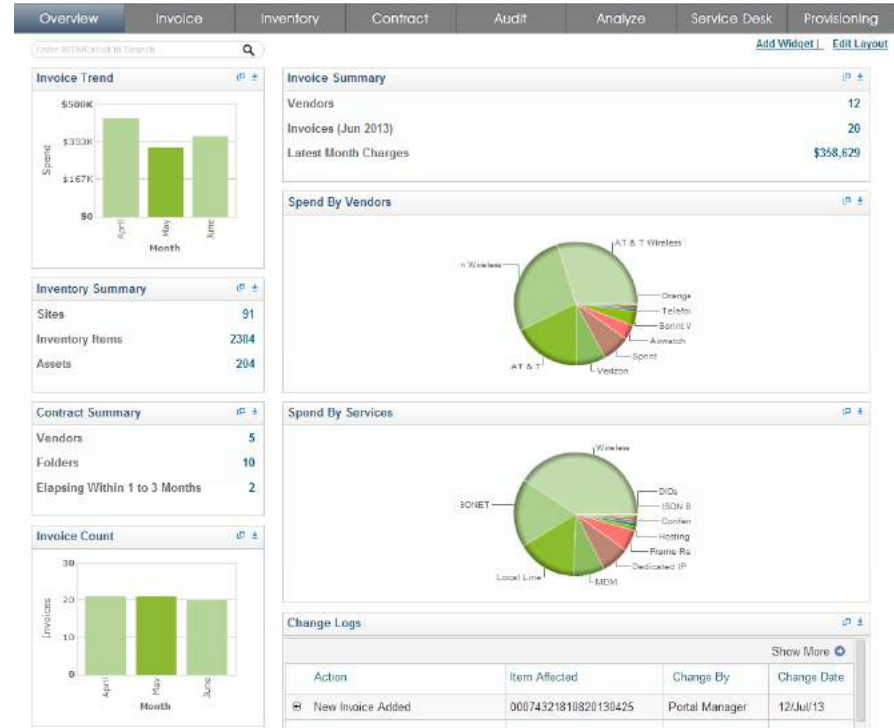
- Over 40 standard reports
- Ad hoc Inventory and Invoice grid and cross tab reports
- Automated report distribution
- Exportable to multiple formats



The screenshot displays the 'Report Creator' interface. At the top, there are navigation tabs: Overview, Invoice, Inventory, Contract, Audit, Analyze, Service Desk, and Provisioning. Below these, the 'Report Creator' section includes 'Change Log', 'Reports', and 'Report Scheduler'. A dropdown menu shows 'Invoice Grid' selected. Below this, there's a 'Grid (0)' section with buttons for 'Print', 'Export', and 'Export All'. A 'Custom Grid' dropdown and a 'Field Chooser' button are also visible. The 'Field Chooser' dialog box is open, showing two columns: 'Available Fields' and 'Selected Fields'. The 'Available Fields' list includes: Vendor, Month, Account, Account Status, Allocation Hierarchy, Billing Address, Remit Address, Invoice Billing Date, Department, Cost Center, GL Code, Past Due Balance, Late Payment Charges Adjustment, Invoice Status, Payment Mode, and Payment Date. The 'Selected Fields' list includes: Vendor Code, Final Bill Received, Invoice Cycle, Invoice Number, Payment Due Date, Invoice Created Date, Invoice Approved Date, AP File Created Date, Division, Current Charges, Total Amount Due, and Exception. Navigation buttons (right arrow, left arrow, up arrow, down arrow, double right arrow, double left arrow) are between the lists. At the bottom of the dialog are 'Cancel' and 'OK' buttons. The background interface shows a table with columns like 'Vendor Code', 'Final Bill', and 'Invoice Approved Date'.

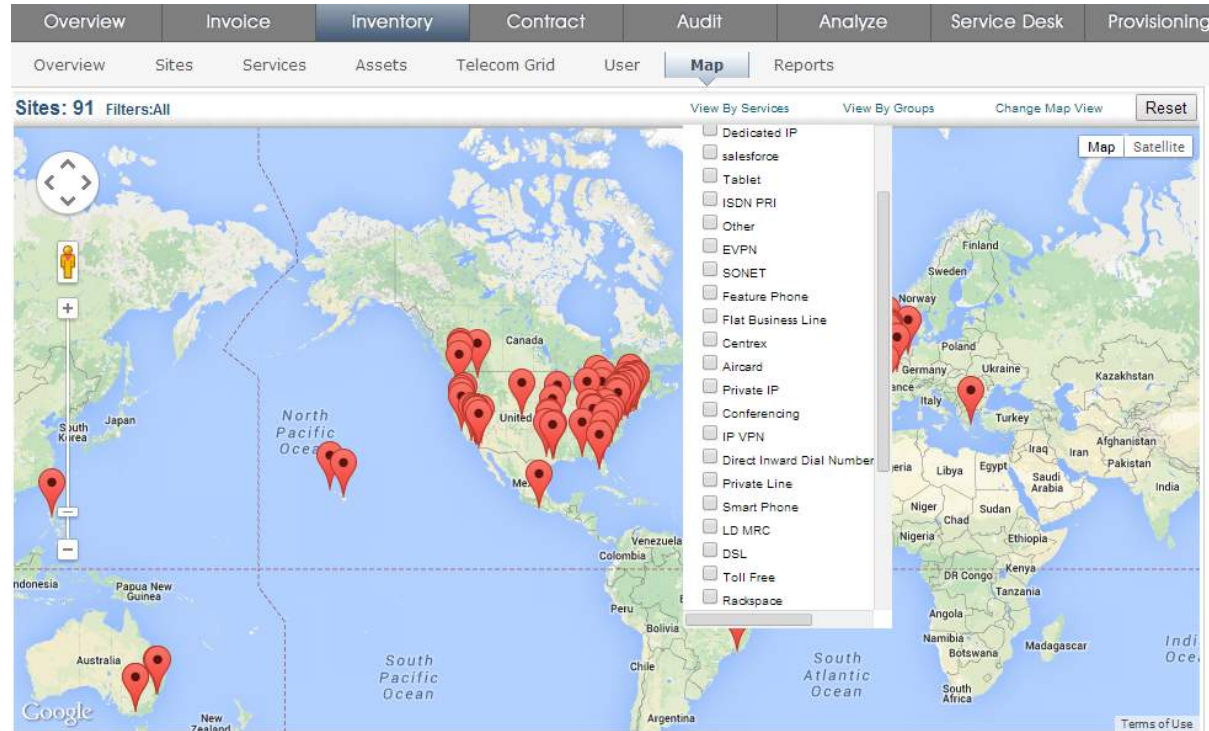
# User Definable Dashboards

- User configurable dashboard layouts and widgets
- Focus on the KPIs most important to your business



# Global Capabilities

- Over 250 carriers worldwide
- Multiple currencies
- Multiple languages



# What is PAGAssist Mobile?

Platform & service solution that automates mobility management processes, reduces costs, provides visibility & control



- SaaS
- Single Sign-On (SSO)
- Role-Based Access Control
- Workflow Management
- Global Capable
- Actionable Insight
- Intuitive User Experience
- Integration with multiple SP's



# Order Process



- **Custom Catalogs.** Portal configurable with specific device catalogs, Centralized MACD procurement portal designed for self-service ordering
- **Role-based Access.** User defined device catalog configured with eligibility level assignments
- **Order Verification.** Workflow process ensuring proper corporate plans, device availability and pricing
- **Service request approval engine.** HR integrated, dynamic service approval engine routes approval requests based on corporate defined rules.
- **Data Integration.** Integration with Inventory Manager, payroll systems, device recycling and 3rd party service desks
- **Policy acceptance.** Ensure all employees who own company devices are fully aware of the associated company policies.
- **Analytics.** Extensive reporting on order processing SLAs, equipment purchases, equipment charges, etc.

# Invoice Processing



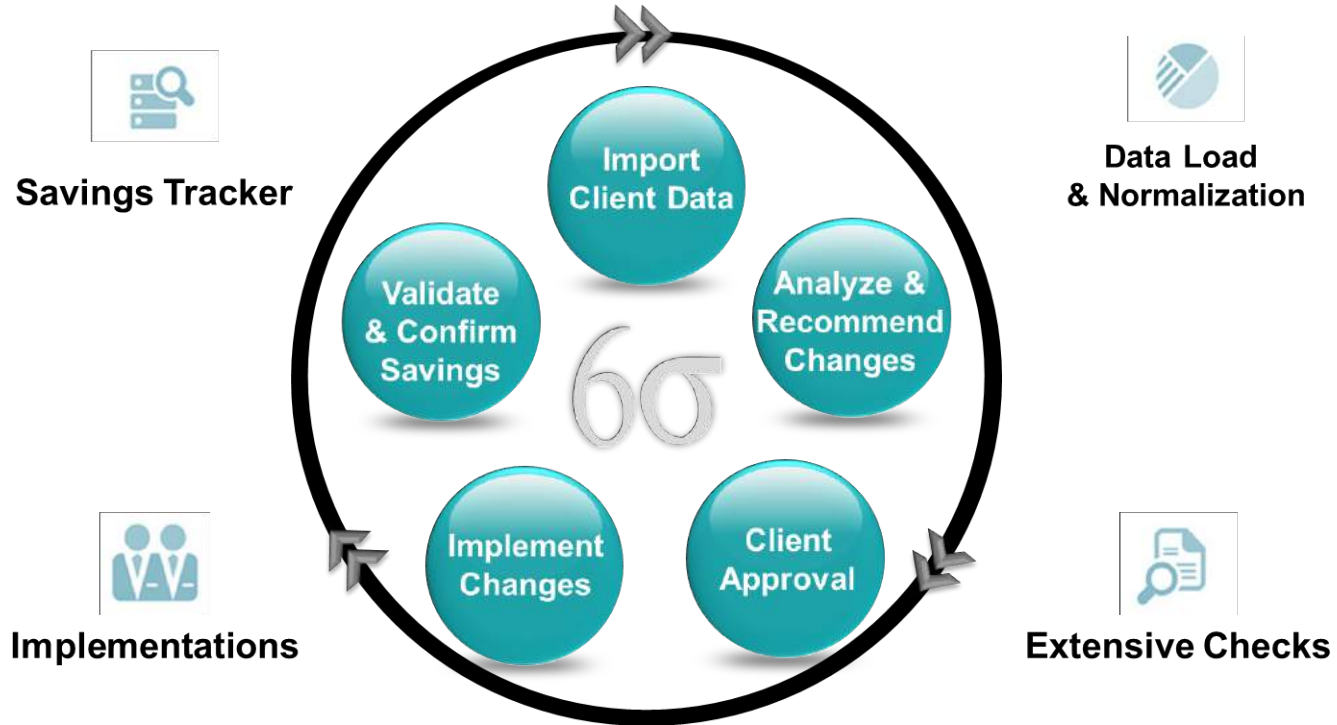
- **Cross carrier Aggregation.** Collection of all carrier invoicing via carrier billing portals
- **Normalization of charges and usage descriptions.** Analyze usage and charges for similar services across multiple vendors.
- **Inventory to invoice integration.** Track cost of the wireless devices to the user, cost center and department.
- **AP feed integration.** Automate accounts payable process for wireless cost assignment within an organization.
- **Pre-defined invoice and usage reports.** Leverage over 20 pre-defined invoice reports and print to XL, CSV, PDF etc.
- **Custom On-Demand report builder.** Build login specific reports per end user needs based on 50+ fields of information and save for later viewing.

# Optimization and Audit



- **Comprehensive rate plan analysis.** Proprietary rate plan analysis incorporating usage trending algorithms and extensive rate plan library.
- **Comprehensive audit.** Ensure wireless vendor charges are correct for equipment purchases and rate plans.
- **Recommendation presentation and approval workflow.** Intuitive presentation of rate plan recommendation, along with automated approval process.
- **Implementation management.** Automated rate plan changes with vendors.
- **Savings verification reporting.** Line level savings confirmation comparing baseline spend to optimized spend.

# Optimization and Audit



# Implementation Example 1



- Customer:** Fortune 20 IT Services Company
- Initiative:** Telecom Inventory Management and Cost Savings
- Solution:** PAGAssist WIRELINE
- Description:** Global capable cloud software & service solution to manage fixed line inventory and cost reduction.
- Highlights:**
- Deployed in USA, UK, Australia
  - \$5mn+ in credits and refunds to date
  - \$13mn+ in ongoing annualized cost reduction to date
  - \$20mn + total savings by end of 2013

# Implementation Example 2



- Customer:** Fortune 1000 Data and Records Management Company
- Initiative:** Telecom Expense Management (Detailed Site Inventory)
- Solution:** PAGAssist WIRELINE
- Description:** Cloud software & service solution to manage fixed line telecom expenses, inventory & provisioning.
- Highlights:**
- Deployed in USA and Canada, 650+ locations
  - Conducted site surveys at 100+ locations
  - VoIP roll out project enablement
  - \$5mn+ in telecom savings to date

# Implementation Example 3



**Customer:** Leading Global Payment Processing

**Initiative:** Mobile Lifecycle Management

**Solution:** PAGAssist Mobile

**Description:** Complete PAG platform & service solution to manage inventory, invoices, optimization, self service procurement, and service desk

**Highlights:**

- 1,000+ Orders per month
- 735+ Helpdesk contacts per month
- Exceeded SLAs Since Contract Start April 2012
- Over \$2.5mn in savings

# Implementation Example 4



- Customer:** Global Clinical Laboratory Services
- Initiative:** BYOD Transition
- Solution:** PAGAssist Mobile
- Description:** PAG platform & service solution to manage inventory, optimization, self service transition to BYOD, and service desk.
- Highlights:**
- 3,500 devices activated on BYOD program
  - Extensive BYOD Self-help learning
  - \$1.8 million savings to the company
  - Policy Acceptance and Compliance Reporting