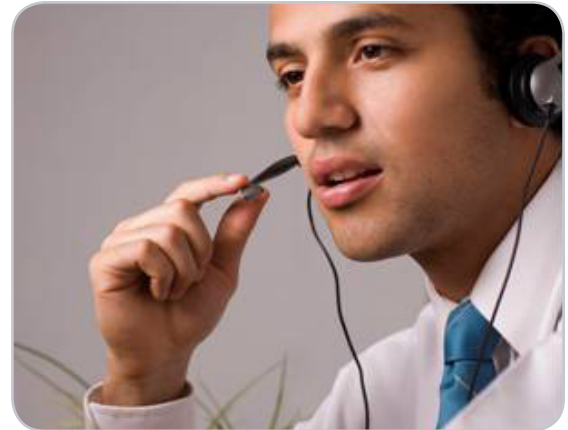




vCom Solutions Professional Services

vCom gives you a team of experts in each area of the telecom lifecycle. This extension of your internal IT team has specialized expertise to flawlessly execute your telecom program.

- **Client Engagement Team** – acts as the hub in communication regarding Add, Move and Change Orders; trains clients on vManager and fields the majority of their billing questions
- **Order Desk Team** – matches the customer's technical and pricing requirements with the optimal carrier products and services
- **Install Coordination Team** – manages all implementation timelines, communication and deliverables, working with the customer and their hardware vendors, to ensure timely implementation of ordered services
- **Service Delivery Team** – manages all technical aspects of carrier orders to ensure successful and accurate delivery, testing and acceptance of ordered services
- **Technical Support Team** – manages all technical issues and trouble tickets on a 24x7x365 basis, and drives carrier escalations to reduce service-impacting outages, while providing timely updates to the customer
- **Bill Consolidation & Audit Team** – analyzes and audits all carrier bills, disputing carrier errors, while shielding the customer from the financial impact of erroneous charges
- **Carrier Negotiation Team** – expertly negotiates contract terms and drives down pricing with the carriers, leveraging the buying-power of all vCom's customers
- **Software Development Team** – customizes client dashboard reports in vManager® and automates exception reports to the client's specifications; creates a customized A/P file for each customer, with expenses coded to the appropriate cost centers, and based on specifications that meet each customer's accounting software



"vCom provides me with excellent service in every area, whether it be sales, customer service or any other department I have spoken with. It is a pleasure to deal with a company that has professional, responsive, and knowledgeable service."

IT Manager, ClairMail

"It is a sigh of relief to have the expertise on the vCom side of things; thank you for going the extra mile."

VP, John Muir Medical IPA

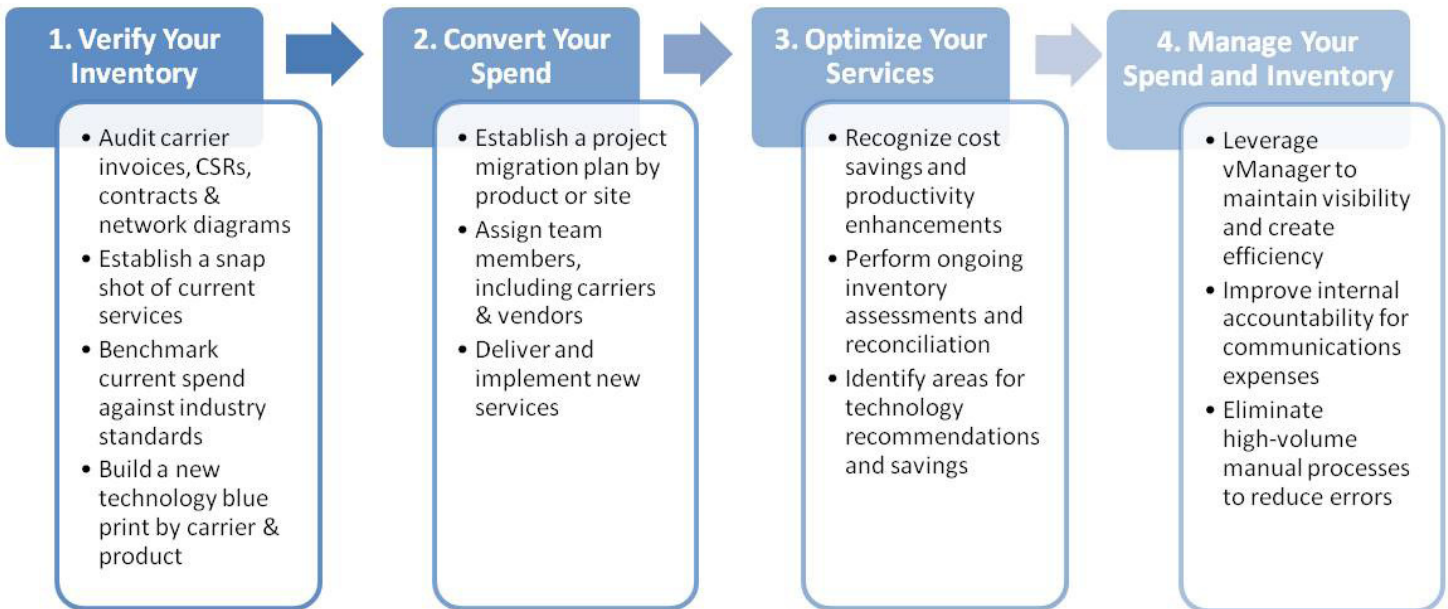
"In my 15 some odd years of doing the PBX client/vendor side of things, I don't think I have ever experienced such thorough planning and streamlined execution."

Field Engineer, CMS Solutions





VCOM SOLUTIONS METHODOLOGY



About vCom Solutions

vCom Solutions revolutionizes the way enterprises manage their entire telecom lifecycle. vCom customers gain control over inventory, expenses and carrier relationships, achieving better business intelligence that drives profitability. vCom's Telecom Management as a Service (TMaaS) solution includes a suite of cloud-based telecom management software tools, complemented by a full portfolio of professional services.

For more information, visit www.vcomsolutions.com



HEADQUARTERS

12657 Alcosta Blvd, Suite 418
San Ramon, CA 94583

Main: 800-804-VCOM
Direct: 925-244-1800