



# Wireline Lifecycle Management



## 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](http://www.vcomsolutions.com)*



### HEADQUARTERS

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## Carrier Direct

vs

## vCom Solutions

### SOURCING

#### Carrier Benchmarking

- Customer must contact multiple carriers or conduct costly RFP process

#### Technology Selection

- Customer must have or hire resources with technical expertise

#### Buying Power

- Customer negotiates individual contracts with limited buying power

- vCom provides full benchmark analysis

- Technical experts focus exclusively on technology selection

- vCom leverages aggregated buying power of all its customers

### PROCUREMENT

#### Order Placement

- Customer must manage multiple carriers

#### Project Management

- Customer coordinates installations

#### Testing & Deployment

- Customer required to organize their own test and turn-up

- vCom manages all orders; serves as single point of contact

- Online tracking of process

- Standardized implementations

### INVENTORY MANAGEMENT

#### Inventory Tracking

- Limited visibility for customer

#### Technical Specifications

- Technical details on inventory items difficult for customers to track

#### Inventory Optimization

- No centralized tracking tool

- Visible and searchable across organization, including technical details

- Audit with vManager: Zero Usage Report, suggested savings

- Drill-down reporting

### SERVICE

#### Technical Support

- Customer required to track trouble tickets with various carriers

#### Moves, Adds & Changes

- Must wait on hold, open tickets, and follow up when deadlines are not met

- Single phone number to vCom's Technical Support Team for all carriers and services

- vCom manages escalations

- vCom provides regular updates

- vManager provides accurate tracking

### INVOICE MANAGEMENT

#### Consolidated Billing

- Multiple invoices from various carriers
- Often invoices paper only

#### Invoice Audit & Approval

- Limited tools and resources for auditing

#### Dispute Management

- Disputes difficult to navigate

- One electronic invoice for all services

- Automatically audit charges

- vCom manages disputes and errors with carriers

### ACCOUNTING

#### GL Coding

- Customer codes invoices manually

#### A/P Posting

- Poor level of coding detail
- Manual cost allocation and A/P entry

- Coded at the inventory item level

- Coding process automated

- vCom provides custom A/P posting file that is uploaded into the customer's accounting software

### ANALYTICS & BI

#### Reporting

- Customer has no central database for reporting

#### Trend Analysis

- Report creation using spreadsheets

#### Cost Savings Analysis

- Trend analysis time consuming or outsourced to a paid third party

- vManager extensive report library

- Powerful spend analysis tools

- Automated and actionable savings ideas presented monthly