

**vCom Solutions is a Telecom Expense Management (TEM) firm focused on helping multi-site businesses reduce their communication costs, while simplifying the management and visibility of those services.**

vCom is revolutionizing the way that small and mid size Enterprise customers manage telecom. Customers in this under-served market space have no real options for effectively controlling telecom spend and inventory, and struggle to manage the carriers on their own, with inadequate tools, if any. In order to support multiple offices, they settle for dealing with multiple carriers, and the painful results:



- Lack of visibility or control into inventory even for the most organized IT departments;
- No or limited aggregate buying power;
- Multiple numbers to call for service or support, and hours wasted on hold;
- Lack of expertise in managing service delivery, and being subject to poor practices by the carriers;
- No clear or consolidated billing; often receiving a stack of unclear invoices laden with errors; and
- Manual processes for managing invoices, which ultimately result in late payments and error omission, while settling for inadequate reporting.

Some customers consolidate services with a few carriers to gain some negotiating power, but lose the best of breed advantage. Some leverage home-grown tools (spreadsheets or inventory lists) that become stale or fit only one need. Others leverage telecom consultants and their bill audits, but continue to struggle with the painful operational management of service delivery.



Enter vCom with an unparalleled offering: the software tools and the experienced professional services teams to take on the carriers!

Coupled with a measurable and reproducible impact to the bottom line of **25%**, customers undergo a drastic shift in their experience, regaining control, visibility, and improved productivity.

The growing Enterprise customer has two options today: struggle with limited tools, challenging carriers and cryptic invoices; or take control!

In a time when business success and growth is predicated on implementing best practices that provide scalability, vCom provides a truly unique solution to a universal problem.

## Our Products

### Software Tools

- Single invoice view of all spend across products & carriers
- Inventory Management module with historical activity tracking
- Order & Trouble ticket management and collaboration tool across all carriers, products and locations
- Central repository of all contracts and documents
- 25+ Built-in spend analysis reports
- Automated G/L Coding and cost allocation tools
- Customized A/P Posting reports

### Professional Services

- Dedicated Account Management Team
- Solution Architecture Team
- Project Management Team
- Service Delivery Team
- Technical Support Team (24x7)
- Bill Consolidation & Audit Team
- Carrier Negotiation Team
- Software Development Team



## The Benefits to our Customers

### Simplicity

- Single invoice for all your services at all your locations nationwide
- Customizable, easy to read invoice
- Single source for product pricing
- Single source for procurement

### Savings

- Aggregated buying power
- Rate reductions
- Cancellation of un-used inventory and services
- Technology Enhancements

### Support

- Single support center for all your services at all your locations
- Tier 1 reliability and SLAs
- Dedicated account management team
- Customized Web Portal

### Service

- Superior personal service
- Carrier diversity / nationwide footprint
- Access to 20+ Tier 1 and Tier 2 service providers