Advantix telecom management solutions provides your business with reliable, affordable and scalable support directly from the Telecom Lifecycle Management experts. The following is a complete list of key features and services available within our Fixed TEM Solutions.

Key Features

General

» Data Load

Allows for both electronic and manual load of carrier data across multiple sources in addition to manual data entry for accounts without alternative access methods.

» Inventory & Asset Management

Access up-to-date tracking of all telecom inventory and assets available through Advantix's online portal, across multiple filters including location, asset type, provider, custom criteria, etc.

Account Optimization

» Data Analysis

Your telecom data is analyzed and audited for compliance with your contract terms, negotiated rates and costs, and whether there are missed opportunities for spend reduction or improved efficiency. Recommendations for improvements will be presented to you for review and approval.

» Continuous Bill-Error Identification

As billing errors are identified, your Advantix team will be responsible for managing the recovery process including identifying and obtaining refunds from telecom carriers.

» Carrier Negotiations

Your Advantix team will manage the entire process, ranging from data collection to inventory creation, carrier relations and negotiations, process management, timelines, proposal evaluations, and savings projections.

» Contract Compliance Review

Scheduled, ongoing monitoring and review of billing and services to ensure compliance with existing contracts. Identified issues are addressed on your behalf with your providers from start to finish.

Contract Management

» Electronic Storage

Electronic copies of all telecom service provider contracts are stored in Advantix' secure database and made visible through the web portal, where they are used to track contract compliance and manage contract end dates for future renewals and negotiations.

» Plan Recommendations

Recommendations for plan changes prepared by your Advantix team; designed to achieve the most cost-efficient telecom service configuration.

Invoice Management

» Bill Dispute Resolution

Your Advantix team will reach out to your providers to dispute any questionable charges, such as those derived from a third party source. Accounts are monitored closely throughout the resolution process until the dispute has been resolved.

» Invoice Presentment

All invoices are presented for review and approval before payment through Advantix's online web portal.

» Consolidated Billing

Consolidated billing provides for a single invoice presentment to our client with all carrier and Advantix charges allocated in a structured framework. Advantix pays all monthly carrier invoices directly to minimize accounting complexity while eliminating late fees and complex bill allocation requirements.

» Monthly Data Load

Utilizing advanced reporting, your account management team will review your telecom carrier billing information to identify patterns that are incurring cost which can be addressed through plan recommendations.

Reporting

» Custom Group Values

Advantix does not limit the amount of tracking criteria across your telecom assets to a set number of fields allowing unparalleled reporting, analytic and governance capabilities.

» Online Dynamic Reports*

Online business intelligence dashboards deliver analytics for spend, utilization and even case activity in a visually powerful and interactive method while dynamic reporting allows for ad-hoc style querying and navigation of your entire telecommunications infrastructure.

» Push Reports

These reports include semi-monthly Accounting reports, Inventory reports, and Change reports. Accounting reports are offered in two formats: Summary and Asset-level Reports. The Summary Report is segmented by provider and account and outlines monthly spend. The Asset-level Report is a detailed accounting of spend by asset; this also includes your customizable group values. Inventory Reports detail your assets by location and provider. Change reports alert you to MACD requests and group value changes.

» Custom Report(s)*

Based on your business/accounting needs, custom reports can be generated which are tailored to meet specific goals via targeted metrics.

Administrative Support

» Implementation Team

A multi-departmental team of experts working to identify existing business processes and implement them into a best practice oriented, managed telecom solution.

» Named Account Manager

Dedicated account manager with Advantix will be responsible for ensuring outstanding delivery of all managed services on a daily basis.

» Support by Email, Phone & Web

Enables access to administrative support through multiple channels including email, phone and portal.

» Provisioning Support

Requests for Moves, Adds, Changes and Disconnects are managed and tracked by your Advantix team to ensure work is done correctly and in a timely manner.

» Online Case Management

Online case management gives you the ability to see logged activities, send and receive comments, attach files, report on performance, and additional analytics related to service delivery for full access and visibility into how your service is managed.

* Indicates additional professional service fees may apply for customization. Online Business Intelligence dashboards are subject to user licensing fees.

To learn more about the features and services provided in each of the Fixed TEM solutions, contact us at **www.advantixsolutions.com/contact/** or download the **Fixed Telecom Product Edition Comparison**.