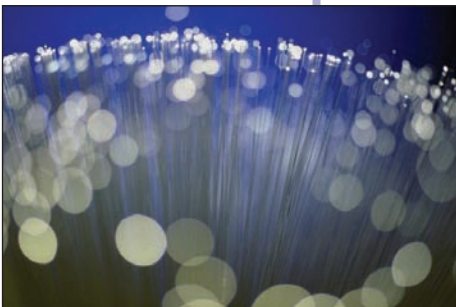


“There is no substitute for expertise.”

— Don Gene Copeland, Jr., VP and ITIL Master, the effectiveness group



The eg telecom effectiveness program the problems. . .

1. Telecommunications providers often lead companies to believe that they are getting the best deals in the business, and they work hard to make companies come to that false conclusion.
2. IT expenses in a typical company average almost 2 percent of revenues. Telecommunications expense is a large portion of that. Given the consolidation of the telecom industry, these numbers are likely to grow.
3. Most companies cannot produce a good inventory of the thousands of telecommunication components deployed. Unfortunately, they typically rely on their vendors' bills, which have an average error rate of 7 to 10 percent!
4. Most companies trust their telecommunications management to Finance staff and/or Operations staff, but effective telecommunications expense and vendor management requires experts skilled in telecommunications engineering, contracts, financials, and supplier management.
5. Companies that do not have aggressive, proactive, comprehensive telecommunications management programs waste between 10 and 20 percent of their spend. So, if your company is spending \$20 million on telecom annually, that's \$2 to \$4 million dollars that could be added back to the bottom line!

the solutions. . .

The eg telecom effectiveness program provides the five essential components for managing this expensive technology effectively:

1. Our highly regimented, best-in-class procurement program ensures that you pay the lowest prices, for the right technology . . . sized correctly and optimized to meet your business needs.
2. Our operational capability ensures that telecom services are delivered on time, that disruptions are prevented, and that your company's need for support staff is minimal to none.
3. Our real-time audit system looks at every single line item on every single telecommunications bill and analyzes that against contractual terms, inventory, and tax laws and regulations.
4. Our vendor management program tracks detailed performance of telecommunications providers, holds them financially accountable when they do not perform, and has proven to improve service levels significantly for client after client.
5. Our Balanced Scorecard approach helps to manage the overall costs and quality of telecommunications delivery. We understand costs, measure them at the most detailed level, and summarize them in an executive dashboard daily, weekly, monthly, and to date.