

Government Institutions Improve Technology for Better Services

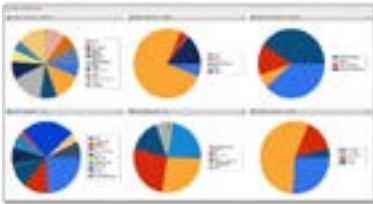


Governmental institutions are upgrading their communications management systems in order to boost productivity, increase security, reduce costs and provide better services to their constituents. These updated systems make it easier to manage and track communications activities and expenses in a manner that ensures that telecom resources are used appropriately by staff. They also ensure that government communications are not vulnerable to security breaches.

Integrated Telecom Expense Management (TEM) and Mobility Management Services (MMS) solutions provide visibility into communications spend, enabling cost savings and greater efficiency. Calero's TEM and MMS solutions are tightly integrated and simple to use, featuring management dashboards and world-class customer support.

Key Benefits of Calero Solutions:

- **Visibility into fixed and mobile usage and spend**
- **Simple management dashboards**
- **Automated invoice processing, MACD, ordering & processing**
- **Carrier & vendor dispute management**
- **24/7 customer support**
- **Value Acceleration Process (VAP): assures quality, speeds up time to value, ensures continuous improvement of all Calero solutions**
- **Advanced reporting & business intelligence**



ABOUT CALERO

CALERO PROVIDES ENTERPRISE COMMUNICATIONS MANAGEMENT SOLUTIONS TO THOUSANDS OF CUSTOMERS IN THE UNITED STATES AND MORE THAN 40 COUNTRIES WORLDWIDE, INCLUDING FORTUNE 1000 CORPORATIONS, UNIVERSITIES, AND GOVERNMENT AGENCIES. CALERO IS HEADQUARTERED IN ROCHESTER, NY, WITH ADDITIONAL OFFICES IN GEORGIA, OHIO, AND TENNESSEE.

Expense Management

Communications services consume up to 20% of an IT budget, and up to 10% of those expenses are wasted due to poor process, efficiency, and control. Calero's Expense Management solution combines the capabilities of Telecom Expense Management (TEM) and Wireless Expense Management (WEM) to help you contain all your communication costs, enhance services, improve regulatory compliance, and meet other strategic goals.

Expense Management Capabilities:

- Invoice Processing
- Invoice Analysis
- Dispute Management
- Ordering and Provisioning
- Inventory Management
- Dispute Management
- Reporting and Business Intelligence
- Full TEM Outsourcing Program
- Consulting Service

Expense Management Benefits:

- Integrated technology for consolidated fixed and mobile expense management
- Fast, accurate invoice validation and processing
- Effortless cost allocation for greater user accountability
- Network optimization based on usage
- Inventory that is always up-to-date
- The means to manage and win more billing disputes with your carriers

Mobility Management

Mobility poses unique management challenges. Who in your organization has been assigned mobile devices? What are they costing you? How are they being used? How are break/fix issues resolved? Are you ensuring secure access? Our Mobility Management solution supports the entire lifecycle of all mobile devices accessing your network services and includes Mobility Management Services (MMS), to let you remotely manage devices and applications.

Mobility Management Capabilities:

- Remotely manage devices, applications, and data
- Administer and enforce usage and security policies
- Provision and approve correct devices for each type of user
- Streamline activation and resolution of incidents
- Purchase and provision mobile services, applications, and devices
- Audit and optimize spending
- Utilize benchmarking to help negotiate great contracts
- Manage and resolve carrier and vendor disputes
- Support users with mobile help desk services

Mobility Management Benefits:

- Maximize mobile workforce productivity
- More time and resources to focus on your core business
- The best possible contract terms, rates, and conditions
- Continuous vigilance to ensure that your services are optimized
- Expert guidance on usage policy and data security
- Best practices with regard to employee vs. corporate device ownership