

Simplified Communications Management

INTRODUCING THE CALERO CLM APPROACH

The Calero Communications and Cloud Lifecycle Management (CLM) approach supports the full spectrum of unified communications channels. Whether it's voice, mobile, messaging, video or beyond, you have the ability to view, manage and optimize your entire communications business.

The power of this approach is in its ability to manage all aspects of communications holistically, to understand performance in the aggregate, and to create the transparency required to demonstrate the impact on organizational performance.

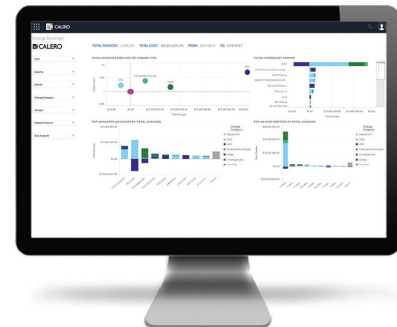


OPTIMIZE COSTS

- Optimize and reduce the costs of all network assets and carrier services by analyzing inventory and actual usage
- Reduce the demands on staff by leveraging newfound workflow efficiencies, automation and services to support the full lifecycle
- Increase your negotiation power with voice, mobile and other unified communications vendors

DRIVE BUSINESS VALUE

- Enable stronger, data-driven management decision making across the full spectrum of your communications network, not just isolated parts
- Explore and analyze your data across the organization, putting that knowledge into the right hands, quickly and comprehensively
- Provide accurate ROI metrics by tracking utilization, usage and operational performance

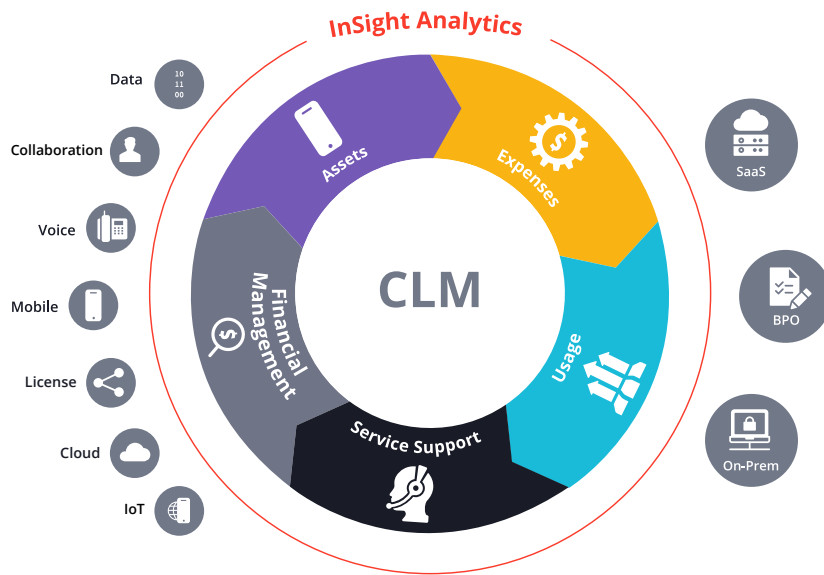


SUPPORT YOUR STAKEHOLDERS

- Support the organization with fast, effective, usage-based chargeback capabilities
- Drive transparency and accountability by easily sharing the costs of communication services
- Know that you are putting the right assets, services and support in place to enhance employee productivity and competitive advantage

Based on Lean Six Sigma principles, Calero's Value Acceleration Process (VAP) assures quality, speeds time to value, and ensures continuous improvement of all the enterprise communications services we deliver to our customers.

SOLUTION BRIEF



Calero Software, LLC

Calero is a leading global provider of Communications and Cloud Lifecycle Management (CLM) solutions designed to turn insight into action through an intuitive user-interface and visually comprehensive analytics. Calero helps simplify the management of voice, mobile and other unified communications services and assets. With a deep commitment to innovation and customer service, Calero's CLM approach enables organizations to support the full communications lifecycle, from procurement to payment, including software and services that aid Telecom Expense Management (TEM), Managed Mobility Services (MMS) and Usage Management. Calero has thousands of customers in the United States and more than 50 countries worldwide, including Fortune 2000 corporations, universities and government agencies.

Learn more at www.calero.com or follow us on Twitter @CaleroSoftware.

EXPENSE MANAGEMENT

Calero's Expense Management solution combines the capabilities of Telecom Expense Management (TEM) and Wireless Expense Management (WEM) to help you contain all of your communication costs, enhance services, improve regulatory compliance, and meet other strategic goals.

SERVICE SUPPORT

Service support is for organizations that are interested in reducing operational costs while simultaneously improving service level quality for an ever increasing spectrum of network services and devices.

- Centralized procurement processes to help end users purchase, provision and activate devices, network services, applications and accessories
- Integrate all business processes and workflows
- Manage your service desk operation more efficiently

USAGE MANAGEMENT

Usage Management provides the ability to collect usage transactions, combine with other business data, simplify into actionable information, and share with the appropriate employees, managers, and systems to enhance communications usage.

ASSET MANAGEMENT

Track the distribution, configuration, and financial accountability of all your organization's IT / communications services and assets.

- Quickly identify the location, configuration, inter-relationships, and ownership of all your communications services and assets
- Automatically update your service inventory and provisioning of internal communications assets
- Maintain real-time control of your e911 telephone location inventory

FINANCIAL MANAGEMENT

Organize, visualize, and streamline your IT financial management processes so that you can make informed IT investment decisions.

- Automate cost accountability for all assets, labor and services
- Streamline cost accountability and chargeback processes
- Support the organization with fast, effective, usage-based shared services chargeback capabilities
- Provide your internal customers real-time access to financial reports, asset monitoring and service requests