Run Your IT Like a Business

Manage every aspect of your IT business environment, from service delivery to cost accountability, with Calero's Telecommunications Management solution

Today's IT environments are complex networks of systems and services. Our Telecommunications Management solution helps you optimize your IT operations by integrating and streamlining your business service support and delivery operations and automating financial accountability.

Calero will help you track and manage the hardware and software configuration components of both your mobile and network end-user devices and provisioning systems. You'll be able to deliver better services at lower cost, improving the bottom line of your IT organization.

Telecommunications Management is part of Calero's Enterprise Communications Management suite, which includes solutions for mobility, usage, and expense management. With more than 30 years of experience, over 3,000 corporate customers worldwide, and purpose-built technology second to none, Calero knows how to help you run IT like a business.

BASED ON LEAN SIX SIGMA PRINCIPLES, CALERO'S VALUE ACCELERATION PROCESS ASSURES QUALITY, SPEEDS TIME TO VALUE, AND ENSURES CONTINUOUS IMPROVEMENT OF ALL THE ENTERPRISE COMMUNICATIONS SERVICES WE DELIVER TO OUR CUSTOMERS.

Telecommunications Management Components

Calero's Telecommunications Management (TM) solution leverages a suite of integrated components that automate procurement and provisioning, service and help desk activities, and cost accountability of all your IT services, assets, and support resources.

Cost Accountability

Cost Accountability provides insight to help you quickly identify the ownership and track the consumption of IT services. Periodic financial snapshots facilitate trend analysis, cost center charge allocation with general ledger, and efficient budget planning. Cost Accountability covers:

- Usage management
- Recurring and non-recurring charges
- Cost by user type and transaction
- Cost allocation by service or project
- Integration with service catalog

Service Inventory

Service Inventory encompasses the master configuration management database (CMDB) registry of active service inventory items and Service Level Agreements (SLAs), as well as the assignment of services to owners, locations, configuration items, and tracking the relationships of services to physical assets and other services. Service Inventory covers:

- Master repository
- Configuration features
- Service level agreements
- Ownership and location management
- E911 NENA file generation

Service Desk

Service Desk helps you leverage self-service portals, structured workflow methods, and service catalogs to facilitate prompt action on Move/Add/Change/Disconnect (MACD) requests, and ensures that changes to services and assets meet Service Level Agreements (SLAs). Service Desk covers:

- Service catalog
- Self-service portal
- Workforce and workflow management
- Approval workflows
- Project assignment
- SLA-based escalations
- Satisfaction surveys
- Cost accountability

Help Desk

Help Desk focuses on repairing or replacing services to restore normal operation as quickly as possible. Self-service portals facilitate automated authorization and identification; satisfaction surveys and performance metrics are analyzed to ensure proper levels of quality and availability are maintained. Help Desk covers:

- Self-service portal
- Workforce and workflow management
- Incident and problem management
- Project assignment
- SLA-based escalations
- Satisfaction surveys
- Cost accountability

Inventory

Inventory manages the full lifecycle of your physical assets – from procurement through warehouse receiving, distribution, warranty, return maintenance authorization, replacement,

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upgrades and retirement. Inventory covers:

- Physical and software assets
- Leased services
- Procurements and replacements
- Warehouse management
- Warranty management
- Distributions and returns

Infrastructure

Infrastructure helps you track the capacity and manage the availability and assignment of all your cable and port infrastructure elements by service and location. Infrastructure covers:

- Wireline infrastructure
- Network provisioning ports

System Integration

System Integration automates the exchange of information between your relevant business applications and software packages — such as ERP, CRM, HR, GL, AP, AR, PBX, VoIP, UC, corporate Help desk and communication devices – to streamline system updates and workflow. System Integration covers:

- Telephony provisioning
- Telephony switch audits
- Corporate service desk (e.g., Remedy, Service Now)
- Published APIs

Reporting and Business Intelligence

Reporting and Business Intelligence includes analytic tools and professional services to help improve your financial forecasts and capacity planning. Reporting and Business intelligence covers:

- Interactive dashboards
- Custom and scheduled reporting

- Ad-hoc spreadsheet analytics
- On-demand data exports

Invoice Processing

Invoice Processing automates the receipt, validation, and approval routing of your IT-related invoices. Invoice Processing covers:

- Loading of paper and electronic invoices
- Validation against thresholds, trends, and inventory
- Routing for approval via configurable process workflows
- Identification of disputes
- Cost accountability

Benefits of Calero's TM Solution

Calero's TM solution addresses a range of IT management challenges, offering critical benefits to your organization.

Service Support Management to Help You Deliver Maximum Business Value

IT organizations often find themselves overwhelmed with service and support requests. Prioritizing these requests by business value is critical for optimizing the investment of IT time and resources.

Calero TM provides a *business view* of IT services that helps organizations better prioritize and quickly resolve or escalate issues. Operational management functions and reporting capabilities allow customers to the rank relative business value of IT services. The solution ensures optimal investment of IT support time and resources in delivering maximum business value.

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Financial Management for Cost Allocation and Strategic Planning

Understanding IT service costs and consumption is essential for justifying investments and allocating costs. Cost analysis and benchmarking are necessary for budgeting IT expenses, planning investments, and negotiating SLAs.

Calero TM helps you quickly identify the ownership and track the consumption of IT services. Periodic financial snapshots facilitate trend analysis, cost center charge allocation with general ledger, and efficient budget planning.

Asset Management for Better Service and Lower Costs

Without an accurate and up-to-date IT inventory, it's difficult to account for the ownership and cost accountability of hardware, software, and network assets. Business intelligence for decisions regarding upgrades, warranties, and investments is lacking.

Calero TM allows our customers to maintain an accurate inventory of all IT hardware and software assets, including tech specs, contract/cost details, warranty and upgrade information, location, ownership, and business units served. Reporting and analytical capabilities allow asset data to be searched, organized, and analyzed as necessary to support a business view of IT usage and expense.

Operations Management to Maximize Workforce Productivity

Without a centralized way to monitor and manage the performance of IT systems and services, workforce productivity can suffer from service delays, errors in provisioning, and insufficient network or resource capacity.

Calero TM automates the sharing of information between IT systems and services, synchronizing supply and demand and optimizing performance. The result is improved workforce productivity and end-user satisfaction, without increasing IT resource demands.

WANT TO RUN YOUR IT LIKE A BUSINESS?

- IMPROVE PERFORMANCE
- REDUCE COSTS
- GAIN STRATEGIC INSIGHT

CONTACT CALERO TODAY

About Calero Software, LLC

Calero's Enterprise Communications Management suite includes solutions for Expense Management, Mobility Management, Usage Management, and Telecommunications Management. Calero has 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. For more information, visit us at www.calero.com or www.call-accounting-solutions.com, or call 585.381.6000.

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