

# Managed Services



## EXPENSE MANAGEMENT

### Operational and Financial Insight for Fixed and Mobile Communications

Communications services typically consume up to 20% of an IT budget. Up to 10% of those expenses are wasted due to poor process, efficiency, and control. ConvergeOne is committed to helping you maximize the value and performance of all your communications services (fixed and mobile) with Expense Management from ConvergeOne Managed Services — a comprehensive and growing portfolio of services designed to keep all your communication solutions reliable, cost-effective, and performing at their best.

### Telecom and Wireless Expense Management in One

ConvergeOne Expense Management combines the capabilities of Telecom Expense Management (TEM) and Wireless Expense Management (WEM), providing Software as a Service (SaaS) and a portal that enable you to:



### WHY CONVERGEONE?

ConvergeOne Managed Services gives you a single source for customizable managed services.

You're leveraging a proven methodology, two high-tech Network Operations Centers (NOCs), expert tools, and the skills of highly trained, certified professionals who can proactively support even the most complex communications infrastructures.

- > Automate invoice processing, accounts payable feeds, and GL coding
- > Utilize call accounting and invoice data to track usage
- > Alert you to errors and anomalies in usage and spend
- > Track and manage contract commitments and disputes
- > Automate ordering and help desk workflows
- > Help you optimize your mobile pools and plans
- > Maintain an accurate inventory of your services and assets
- > Manage payments with a complete audit trail
- > Automate provisioning and electronically bond service requests with carrier systems

## The Business Benefits You Want

We combine all your communication costs, enhance services, improve regulatory compliance, and meet other strategic goals by delivering:

- > 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

You also get the backing of a Service Delivery Manager (SDM) — a focused, single point of contact who works with you to oversee your account and ensure that your services goals are met.

## A Flexible Approach to Your Support Needs

As a full-service provider, ConvergeOne offers a complete spectrum of ongoing support, from a choice of maintenance plans through fully managed and professional services. Our portfolio provides one source for prepackaged and customizable services — empowering you to choose the level of support and options to meet your specific, strategic needs. With our flexible approach, we work with you to put together a managed solution that:

- > Fits your infrastructure
- > Integrates with your business processes
- > Meets your unique needs and your budget

**For additional information, visit [convergeone.com](http://convergeone.com), contact your ConvergeOne representative or call 888 321 6227.**

## THE BENEFITS OF CONVERGEONE

ConvergeOne is an industry leader in the integration, operation, and optimization of communications technology. In addition to providing a personalized approach to service, our highly trained, certified engineers and technicians represent a vast knowledge base, with decades of experience supporting multivendor solutions from end to end.

The ConvergeOne team and our SDMs are backed by resources including our Managed Service Support Center and redundant, state-of-the-art Network Operations Centers (NOCs) utilizing advanced tools and sophisticated processes. Together, they are at work 24x7x365 supporting millions of ports, mailboxes and devices.

Leveraging all this expertise and professionalism, ConvergeOne Managed Services delivers a solution that is both cost-effective and tailored to your needs.