



# SPN

SECURE PATH NETWORKS

TELECOM. UNTANGLED.

## CMP Software—Delivering Dramatic, Bottom-Line Telecom Savings

Telecommunications expenses—the costs for voice, data, and wireless services—are, for many companies, the organization's third largest non-payroll expense. Historically, the expenses associated with local, long distance, and wireless services and equipment were simply accepted as a cost of doing business. Fortunately, there is a new way to view and manage enterprise-wide telecom expenses.

Today, software and services available through Secure Path Networks and its network of authorized distributors enable organizations to implement sustainable, technology-based solutions that allow them to view, understand, and manage their telecommunications costs in unprecedented ways. While the capabilities of Secure Path Networks solutions are revolutionary, the bottom-line cost savings realized are even more remarkable—often yielding savings in excess of 30 percent and more!

### CMP—Comprehensive Telecom Expense Management Capabilities

These dramatic TEM savings and process improvements are made possible by Secure Path Networks's flagship software solution, the Communications Management Platform (CMP). CMP provides a technology foundation that allows companies to minimize their voice, data, and wireless telecommunications expenses while improving the understanding and control of their telecommunications resources. Unlike most TEM solutions which focus on a select few telecommunications functions, CMP enables organizations to track, audit, manage, plan, and report across a complete array of TEM process.

Using CMP, Secure Path Networks clients experience extraordinary savings and process upgrades including:

- > Automated invoice auditing and bill error detection capabilities
- > Improved accuracy, understanding, and timeliness of enterprise-wide telecom expense processing
- > Consolidated enterprise-wide telecom provisioning and service inventory
- > Optimized carrier service rates
- > "Rightsized" inventory levels

### Integrated Application Modules That Drive Exceptional Client Results

CMP's tightly integrated modules correspond to major TEM processes:

- 1 Contracts** – Managing carrier agreements
- 2 Billing** – Managing allocations, payments, approvals, crediting, and billing disputes
- 3 Auditing** – Auditing contractual commitments, billing, service levels... and more
- 4 Provisioning** – Requesting and ordering telecom services and equipment from providers
- 5 Inventory** – Building and maintaining a dynamic services inventory
- 6 Reporting and Analysis** – Transforming TEM data into useful management information



“Telecom is one of the largest and poorly managed spend categories at most companies.”

- Aberdeen Group

# SECURE PATH NETWORKS

## TOTAL EXPENSE MANAGEMENT SOFTWARE

CMP provides unparalleled functionality for all TEM processes:

### Contract Management

- » A single, organized, enterprisewide repository of carrier agreements
- » Track terms, commit levels, discounts, products, and rates
- » Monitor actual spend vs. contract commitments
- » User- and role-based security access to functions and data
- » Automatic triggering of contract expiration alerts
- » Nationwide knowledgebase for market rate benchmarks
- » Historical tracking of all products, rates, and terms

### Bill Management

- » Standardized view of all carrier billing—enterprise wide
- » Tracking of all voice and data spend activity at contract, location, and inventory levels
- » Multiple carrier billing capture methods (CD, EDI, interactive websites, manual entry)
- » Highlighted audit exceptions
- » Summaries with drill down functions by carrier and responsibility center
- » Closed-loop bill tracking through all processing stages (including complete credit/dispute management capabilities)
- » Approval at centralized and/or distributed responsibility center levels
- » Billing history by carrier
- » Multi-level security functions

### Assurance Management

- » More than 75 contract, rate, and bill assurance tests
- » Trending tests
- » Automated alerts for each test
- » Closed-loop alert tracking
- » Custom configuration of tests by carrier, contract, or service type
- » Multiple alert distribution methods
- » Customer controlled test frequency and variance thresholds
- » Call detail record level testing
- » Summary results for each test
- » Alert-based financial estimates of credit/dispute opportunities with underlying call detail requirements
- » Integration with existing GL and AP systems

### Provisioning

- » Request, order, process, and workflow management
- » Estimations
- » Approvals
- » Orders
- » Installations
- » Acceptance
- » On-going monitoring

### Inventory Management

- » A single, enterprise-wide repository of inventory by contract, location, entity, and employee
- » Tracking of relevant inventory profiles, products, rates, and monthly activity
- » Alerts for under/non-utilized inventory, products, and services

### Reporting and Analysis

- » Exception and variance reports
- » Assurance alert summary
- » Inventory by location
- » Casual billing
- » Spend and usage
- » Account level spend
- » Monthly spend by product
- » Monthly spend by call type
- » Carrier spend summary
- » Vendor scorecard
- » Invoice reports
- » Allocation reports
- » Cost center reports

### Measuring SPN's Success through Our Clients' Results

At Secure Path Networks, the measure of success is found not just in the increased number of industry accolades we achieve, our expanding solution capabilities, or our growing client list of leading organizations. Moreover, our success is measured in the dramatic, sustained results our clients achieve using Secure Path Network's CMP software, and our CMPbased consulting services.

For additional information contact Secure Path Networks or a member of our certified partner network.

