

Getting Started

TOPICS

INTRO

Taking the 1st step, Living thru transition and Reaping the benefits.

Q & A

Top questions.

CALENDAR

Charting the course, how long 'til we get there.

MATERIALS

Everything you need to start.

A Guide To Getting Started

UTR's Telecom Expense Management Service

Whether you are struggling with the sheer volume of vendor bills you receive each month **or** feel that your reconciliation efforts could be better **or** if you are not getting enough information to help understand what you are paying for - UTR's telecom expense management service can help. UTR will receive, load, compare, reconcile, update, allocate and report on all of your telecommunications vendor bill expense. In short, we will bridge the gap between your company information and the vendor bills making the data meaningful to you. All you have to do is take the 1st step.

Taking the 1st step is never easy; in fact it is probably your biggest fear. What if it isn't successful and you have wasted what little precious time you already have on a solution that didn't deliver? UTR sees this as a legitimate concern, which is why we provide you with references that you can meet or speak with. Our references will describe their experience with UTR giving you their insight on what you can expect as you go from here to there.

UTR will make the transition as painless as possible. We will be honest, for this to work as intended, we will need your assistance and direction on setting up your account to meet your reporting and accounting needs. During transition you can expect to see a UTR representative at your site collecting information such as cost center, people, location and general ledger files from your various systems. We will need you to prepare letters of agency for each vendor, so that UTR can request billing information and resolve billing discrepancies. We will need to meet with accounting to understand what they need from us to pay the bill and allocate the expense back to the users. Lastly, UTR will need to train you to use FTS - our easy-to-use web based Financial Telemanagement System to produce the reports and information that relate the telecom expense to your company information.

The benefits speak for themselves. The following list prepared from client feedback details how using UTR services have benefited their telecom management initiatives:

- ◆ Manual tasks such as reconciliation and GL coding have been converted to an automated process.
- ◆ Vendor bills are correct and our clients understand what they are being billed for.
- ◆ Reporting provides reliable information to feed business decision-making process.
- ◆ End-to-end management of the telecom billing is no longer hectic and more thorough.
- ◆ Billing discrepancies and opportunities for savings are found immediately.
- ◆ Financial reporting is automated and easily available to cost center managers.
- ◆ Produces a savings associated with vendor bill management. Bills are paid on time.
- ◆ Data entry is minimal and more a function of choose and commit. Never duplicate entry.
- ◆ Service and reporting evolves quickly as client needs change

Q&A

Top Questions from Prospective Clients

How much time is required from my staff during the transition period? Generally how long from the time we sign the contract to service commencement?

Last question first. Generally speaking it takes approximately 3-4 months to properly setup a managed services account. During this time UTR will gather all your vendor billing and company information to build a centralized database. As well UTR will conduct an audit of all current charges to determine if any billing errors exist. Over this period, we anticipate our clients spending no more than 12 hours per month assisting with information access, decision making and answering questions.

Once the service has been implemented what activities will my staff be responsible for? How much time will you need from my staff for approval and review?

Your staff will still perform all regular daily duties except those activities associated with managing the vendor billing. UTR will receive, load, reconcile, correct, allocate and report on all vendor billing. Each month, after reconciliation UTR will provide you with an exception report of billed items that are questionable. The client will be asked to comment on the items for resolution. (If client uses FTS to maintain their company information, the exception report will be eliminated) In addition to our 70 standard reports, UTR will provide a cost allocation and bill payment report and downloadable file. The client will be asked to approve this information. Generally speaking our clients spend about 6-8 hours per month reviewing and approving UTR work product.

How do we access UTR's system for reports? What types of reports are available to us? Are the reports downloadable?

UTR's system, FTS - Financial Telemangement System is a web based system that can be securely accessed through the internet. FTS provides detailed, summary and graphical reporting on your vendor bill charges as they relate to your company structure. Our more popular reports include: cost center detail and summary, wireless usage expense compared to plan, year-to-date ven-

dor billing, non-reconciled charge report, executive dashboard category spend pie-chart and call usage by person. All reports are downloadable and can be easily imported into other applications.

Describe your computing environment? Is my data secure? What are the up-time statistics?

UTR's hosting environment guarantees 100% up-time with it Cisco powered network. UTR's hosting environment connects to the internet backbone via redundant OC-24 and OC-48 fiber connections. To maximize network performance the hosting environment uses Peer 1 clear channel private networking to speed connections between key hubs in North America. This secure hosting environment provides complete hardware management with full proactive performance monitoring, multi-level security services, network backups and restores and complete disaster recovery systems.

How does reconciliation work? What is our involvement? How does UTR's service feed information to accounts payable?

FTS, the central repository for all of your company and vendor bill information utilizes a built-in reconciliation process that verifies all vendor bill charges and details all changes to the bill. On a monthly basis, if needed, UTR will present to our clients a non-reconciled report and ask that they review the report to clear up any discrepancies prior to our submission to the vendor for correction. Commonly the issues are service that was added to the bill, tariffed properly, but FTS did not have a record of the transaction. After client approval, FTS will download a file to accounts payable for bill payment in their required format.

How many months of bill history does UTR retain?

UTR will archive every month of vendor billing from the inception of our service. UTR will never delete any customer data. Generally speaking UTR retains 15 months of data for the clients immediate viewing and access. All other months are retained in a data storage structure that can be accessed on a permission basis.

UTR Service Implementation Calendar

CALENDAR:

MONTH 1

Information collection - vendor bills and company information

MONTH 2

Create database and process, verification of current charges.

MONTH 3

Setup work flow process with client, produce test results for review - files and reports. Provide training.

MONTH 4

Approval of test results and process - initial steady state activities.

How long until we get there!

The Transition period to UTR's telecom expense management service is approximately 4 months. During this time, UTR will be setting up your account using two sources of information: your vendor bills and company information (people, lines, cost centers, locations, sites, general ledger codes). These activities require data collection and verification and will merge the two sources of information together to create a bridge between your company and the vendor bill. This will be your baseline of information for reconciliation, cost allocation, accounts payable and management reporting. As each month goes by, the baseline will change in accordance with you adding, changing or deleting services; UTR will be there to continuously audit both the baseline and all changes for accuracy. Your information will be automatically updated in FTS.

UTR and our clients always develop a work process for our interaction. For instance, UTR will have to develop approval procedures to meet your requirements for accepting file downloads for accounting and cost allocation purposes. UTR remains open to working with our clients to meet their individual requirements. During Month 3, UTR will develop and test these procedures with the client as well as train them on how to use FTS - our web based software system to maximize their understanding of the vendor bills and how they relate to your company.

The UTR service initiates when the client is comfortable with the workflow and results of the testing period. Once comfortable UTR will implement the steady state activities including:

- ◆ Vendor bill collection
- ◆ Vendor bill loading
- ◆ Vendor bill reconciliation
- ◆ Identify and track all discrepancies with the vendors for correction
- ◆ Identify and track all debits, credits and payments
- ◆ Identify all bill increases and decreases in report form for client review
- ◆ Render for approval an accounts payable report
- ◆ Render for approval a cost allocation report
- ◆ Render management reporting for current and year-to-date
- ◆ Retain all invoices and reconciliation for historical purposes
- ◆ Render support services to our client for any special needs.

UTR understands the immense responsibility of providing such a service to our clients. We appreciate the trust that you have given to us to perform these important duties. We take seriously your needs and requirements and strive to provide a customer experience that will give value to you and your organization. You will be in expert hands with UTR.

It is easier than you think!

MATERIALS

Letters of Agency

Vendor Contact Information

Listing of Vendor Bills

Company Information

Approval Process

Special Reports and File Formats

Client Contact Person

The Letters of Agency and listing of vendor bills will allow UTR to speak with and request information from your vendors. UTR will contact the vendors to explain the project objectives and request the necessary billing information to start the information collection phase of the project. UTR will prepare all Letters of Agency for your approval and signature.

To create the database of company information, UTR will ask you for a current listing of: people, telephone lines, cost centers, sites, locations and general ledger codes, and anything else you want to track. UTR will merge this information with the vendor bills to create a centralized repository. On an ongoing basis, you may continue to provide this information to UTR and we will update the FTS database or you can simply use FTS to maintain the accuracy and currentness of the information.

Defining how we work together and what information our service provides to you is key. Naturally you will want to know the status of our reconciliation efforts - to this we will provide a report to you showing all items that did not reconcile. Additionally, we are sure that you have some special reports that you want to have available to your cost center managers - to this we will develop any style report to fit the need. Also, as the data in FTS will be interfacing with your internal functions for bill payment and cost allocation, an approval process needs to be in place to insure client review and acceptance.

UTR will need to work with a client designated person who is familiar with the objectives of the project. This person is not required as a full time dedicated resource on the project, more a contact person for questions and information access.

We look forward to working with you on this project; your success is our success. Call me and let's get started today.

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