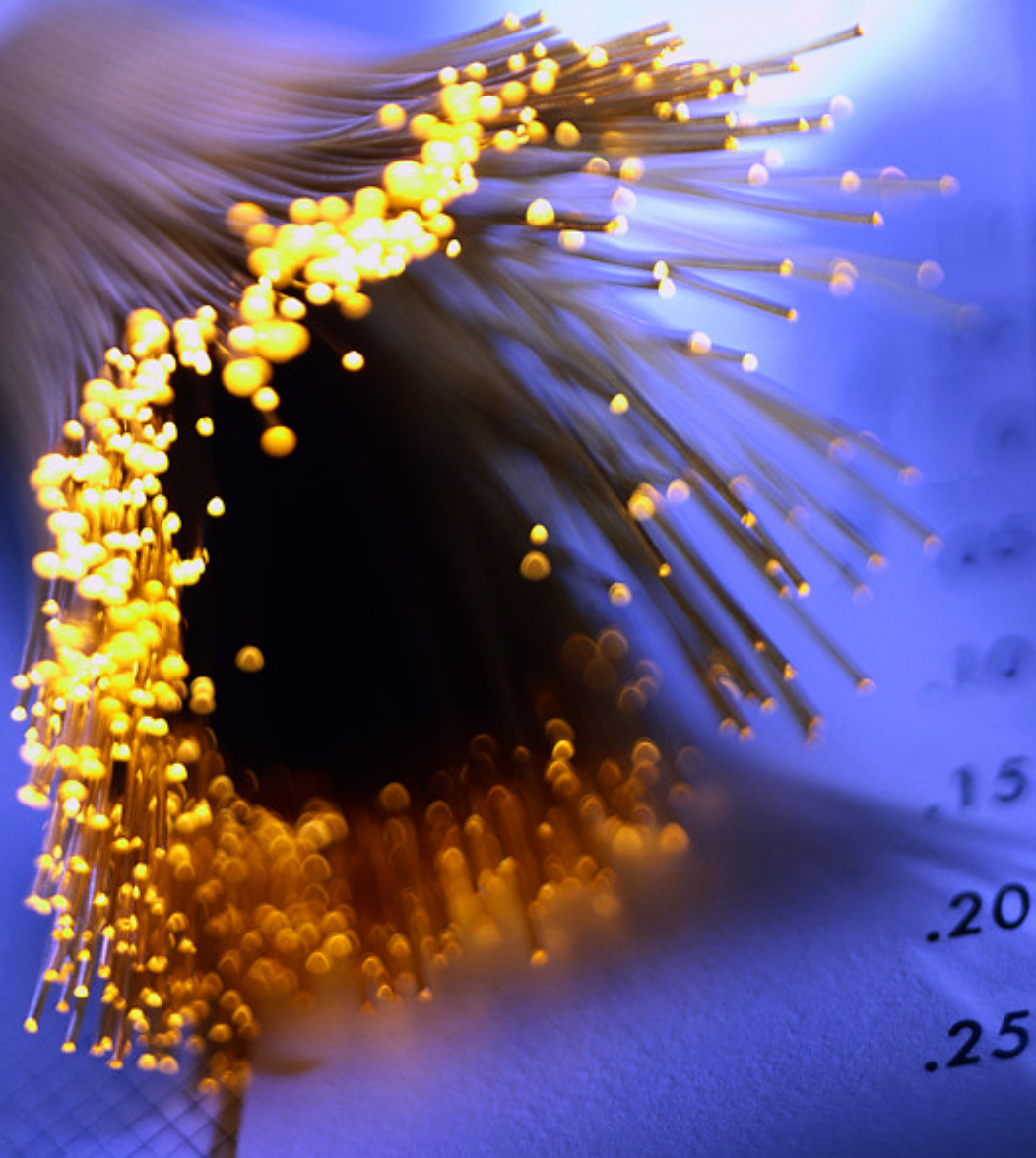


INFORMATION CONTROL'S
TELECOMMUNICATIONS FULFILLMENT MANAGEMENT
SOLUTION



TELECOMMUNICATIONS OPERATIONS & BUSINESS SUPPORT SYSTEM

DOES YOUR AGENCY HAVE

FTS2001 inventory and local service inventory ready for transition to NETWORX Contract?

DOES YOUR AGENCY HAVE

Unified Ordering Capability for FTS2001 Services and will it support Networx Services Ordering at the same time during Transition across old and new vendors?

DOES YOUR AGENCY HAVE

Invoice Management and Cost Management processes for billing, dispute and credit discount management going forward into Networx Contract?

DOES YOUR AGENCY HAVE

Service Inventory centric view for SLA management on FTS2001 Transition efforts and future Networx mandated SLAs?

DOES YOUR AGENCY HAVE

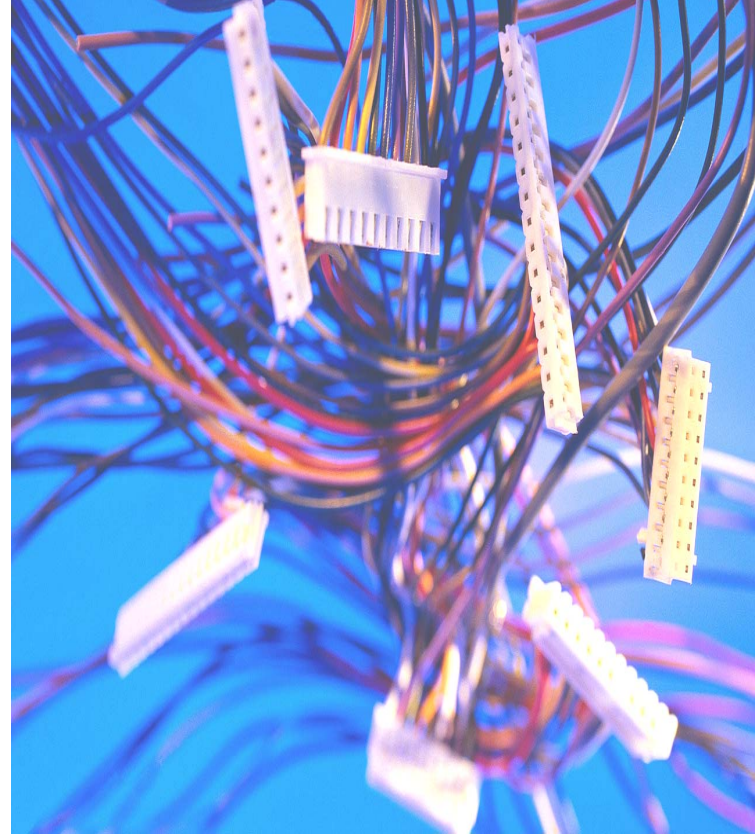
Customer Care processes to support agency customers responsible for Transitioning from FTS2001 to Networx?

You will, with IC's Telecommunication Fulfillment Management Solution

Telecommunication Fulfillment Management Solution provides an enterprise-wide ASP-based solution that supports **FTS2001, FTS2001 Transition and Networx** contract services, enabling Federal Government Agencies to manage next Generation telecommunication processes. It empowers agencies to effectively manage **Fulfillment, Billing and Assurance (FAB)** domains like **Customer Care, Order Management, Inventory Management, Cost Management, Billing Reconciliation, Provisioning and Workforce Management** processes covering FTS2001 and Networx GSA telecommunication contracts.

IC's Fulfillment Management service model is based on standard based **Operational Support Systems/Business Support Systems (OSS/BSS)** applications incorporating Tier 1, Tier 2 and Tier 3 telecommunication service providers best practices. IC Fulfillment Management Solution's core competencies are:

- **Next Generation Operational Support System (NGOSS)** to improve agency's network service delivery processes and manage telecommunication resources.
- Developed based on the **Enhanced Telecom Operations Map (eTOM)** standard customized for FTS2001 and Networx procurement vehicles.
- Provides an **enterprise-wide service management** and integration platform supporting legacy Telecommunications services (voice, data, and video) and next generation telecommunication services (DWDM and IpV6). IC's solution core competencies are:
 - **Unified Service Order Management** workflow for FTS2001 & Networx (Universal and Enterprise) procurement.
 - **Unified Service Inventory** view of Agency Services, logical and physical telecommunication and IT assets.
 - **Unified Telecom Cost Management** for tracking telecommunication spending across Agency's sites and resources.
 - **Performance-based metrics and SLA Management** for provisioned services to support Networx-advanced SLA monitoring functions.
 - **Extensible Customer Care User Interface** for Agency-specific internal customer support and telecom operations management.



➤ **Federal Contracting specific Competencies of the solution:**

- FTS2001 Transition and continuity conformance.
- Customizable workflows supporting FTS2001, WITS, Local Services and Networx Govt. Agency ordering, billing and dispute requirements.
- Bundled Services, which are procured locally within Agency's remote sites from vendors, not on procurement contracts can also be modeled and managed through the unified ordering inventory, cost reconciliation processes.

➤ **Technology Competencies of the solution:**

- Service-Oriented Architecture based platform for extensible integration with Agency's Financial and IT management systems.
- Secure and Flexible offering that supports Federal Enterprise Architecture initiative.
- Modeling Extensibility to support other procurement and Contractual Requirements and Services.
- Supported in both ASP-hosted and yearly licensed software deployment mode for flexible and on demand functionality and pricing.

FUNCTIONALITY in a click

The Telecommunication Fulfillment Management Solution offers the following functionalities with a click of a button:

Order Management

- Web-based Portal for Unified Order Management
- Supports Ordering of FTS2001 Services, TSP Services, Network services user-defined Transition Bulk orders and MCAD services
- Extensible workflow to support Agency-specific Order Processes, Approval Routing
- Flexible Order process lifecycle integration with FTS2001 and Network Vendors
- Workflow prepackaged for GSA-defined roles like DARs, Customers, Network Management Contact, and Contracting Officers
- Enables End-to-End Order acknowledgement and service completion notification and tracking
- Agency Customers, DAR & Management reporting dashboards
- Customer Care options for tracking trouble tickets and service requests
- Order History auditing with attachments
- Rich interactive and simple User Interface
- Open workflow APIs for integration with Agency's internal Systems
- Enables Tracking of underlying Physical Access and Transport dependencies by Network Management users
- Agency Location and Organization restricted views of provisioned Inventory
- Physical Inventory Visualization capability
- Preconfigured Inventory Reports like Service Utilization by Location, Service, Capacity Utilization and Agency Service utilization reports
- Enables Hierarchy Code Management, Service Delivery Point and Location Management, IP asset planning functions
- Open workflow APIs for integration with Agency's internal Systems
- Convergent Services can be modeled on demand utilizing existing services defined within the system
- Additional Mediation and discovery for real time inventory tracking and synchronization
- Authorization and payment integration capability with Agency's Financial Management Systems
- Enables Contracted Services Budget Forecasting and spend analysis

SLA Management - Optional

- SLA parameters and rules for performance and compliance management
- SLA lifecycle management enabled across Order, Inventory and Cost management modules
- Support for Incident Based SLAs
- Support for Billing Accuracy SLAs
- SLA artifact and Credit Tracking Workflow

Telecommunication Cost Management

- FTS2001 and Network pricing and invoice reconciliation model specifically designed for Federal Agencies
- Supports Hierarchy Code funding assignments, approval processes
- Supports Hierarchy Code level reconciliation, service level reconciliation and charge (MRC, NRC) level reconciliation
- Transition services billing reconciliation reports
- Dispute and Adjustment management with contracted vendors & governing agencies (GSA)

Telecommunication Inventory Management

- Logical and Physical Service Inventory Management
- Supports all of the FTS2001 Services, Network Services (Universal and Enterprise) and dependent contract line items with Transition Service Correlation

Contact Details

Information Control

16 South Summit Avenue
Suite 100
Gaithersburg, MD 20877
Phone: 301-947-9200 ext 129
Fax: 301-947-7779
Email: feward@info-control.com
Web: www.info-control.com