

Ezwim Online Telecom Manager (OTM)

Ezwim's OTM service offers web-based bill presentment and unique fleet management and monitoring tools enabling operators to broaden their managed mobility service portfolio for their business and consumer markets.

OTM key features

- Empowers the operator's clients - customers have access to telecom usage and cost analysis data across the enterprise organisation
- Reporting & Analysis - automated management reports provide instant insights for auctionable intelligence
- Online bill presentment - at every level of the company, from telecom managers down to employees
- Asset inventory - complete overview and management of subscriptions and devices
- Split billing - allows for separated and automated cost allocation of private vs. business spend or allocating cost against projects
- Service Level Agreement - SLA monitoring between enterprises and the operator as well as between telecom managers and end-users
- SaaS - Complete outsourced Software-as-a-Service (SaaS) solution. Allows for flexible integration with operator portals and billing infrastructure

Operator benefits

- Service differentiator - Online Telecom Manager supports enterprise requirements for relevant telecom management tools
- Revenue opportunity - Online Telecom Manager enhances the operators' managed mobility service offering which is a growing revenue stream
- Churn reduction - In-depth insight into enterprise telecom usage will help to offer the right services and price plans to customers, this will strengthen the relationship and reduce churn
- Fast service deployment - Ezwim's Online Telecom Manager can be operational within 3 months
- Low Total Cost of Ownership (TCO) - Ezwim offers a complete outsourced solution, with no upfront investment
- Decrease operational costs - Online Telecom Manager enables moving from a paper bill to an electronic invoice saving handling cost. It also reduces help desk costs by providing self service support to end-users for billing enquiries and dispute resolution

Benefits to the enterprise customer

- Comprehensive understanding of telecom usage and spend - Automated management reports provide an instant summary overview of individual, departmental or company spend of all telecom services (mobile voice & data, fixed line, RAS etc)
- Optimisation of telecom services - In-depth understanding of actual telecom usage of the organisation enables optimisation of telecom services; e.g. employees can use the most suitable telecom products and services based on their profile. In addition it supports telecom innovation by monitoring uptake and cost
- Productivity improvement - Telecom managers and cost centre managers are equipped with relevant tools to effectively control their complete telecommunications fleet
- Split Billing - The web-based tool allows all telecom users to automate the allocation of telecom cost for personal or business use or against projects



Features and Integration

Features

Cost analysis and optimization	360-view on cost, cost optimization tools
Split billing	Split of cost according to advanced usage policies private vs business, business non-billable vs business billable (projects, clients)
Business intelligence	On-report navigation (drill-down/through, advanced filtering, customized report generation)
CS interface	Manage all clients from a single interface, it allows for co-browsing

Integration

White label interfaces	The white label interfaces of OTM enable operators to offer the OTM service with their own brand
Billing integration	Billing data are FTP over secured channel to Ezwim data center. Data loaders from any billing feeds are implemented during the implementation phase
Historical data	Billing data is stored for a standard period of 13 months. Longer history periods are supported

Technical specifications

- Multi-tier / Multi-tenant architecture
- Secure application and infrastructure
- Carrier-grade Data Centres
- Service uptime 99.8%
- Oracle 11g
- 64-bit architecture

For more information

Ezwim Sales Representatives are eager to answer your questions and recommend solutions that can help meet your specific needs. Contact us on sales@ezwim.com.

About Ezwim

Ezwim, a global leader in Telecom Management, provides Telecom Expense Management and Telecom Service Management software to enterprises and operators. Ezwim's services enable global organisations to gain visibility into, and control over, the mobile and fixed communications assets and costs. Ezwim services enable dramatic telecom cost reductions and process efficiencies.

Ezwim is a Software-as-a-Service (SaaS) provider supporting over 1,000,000 end users through its secure internet applications in an on-demand business model. Ezwim serves clients in all major industries, and Global 2000 organisations worldwide depend on the Ezwim service to effectively manage telecommunications. For more information, visit <http://www.ezwim.com>.