



Benefits

- Save time and money by automating standard telecom processes
- Get the information you need, when you need it
- All Telecom Service requests (IMAC) in one place
- Vendor/operator independent service
- Easy management of Telecom SLA's
- End-user self service

Telecom Service Management

Telecom Expense Management + Telecom Service Management = Total Telecom Management

Control over your Telecom Service Management

Ezwim's Telecom Service Management (TSM) puts the control over Telecom Service Management right back in your hands. The workflow management service complies with ITILTM standards and defines standard workflow procedures for complex tasks. It enables enterprises to fully automate standardized processes so they can be executed quickly and efficiently; the result: no more mistakes in standard activities and instant assignment of tasks. The service enables the end user to take responsibility over IMAC's (order/repair/..) leading to increased efficiency and lower operational costs for the organisation. Typical workflows that TSM automates range from the simple to the complex:

- Handset/subscription order
- Cancel a subscription
- Incidents (lost phone, broken handset etc.)
- Initiate a new employee
- Approve operator invoice payment

Apart from the set of most commonly used telecom workflows that comes with TSM, any procedure, be it ordering, service or other, can be set up and tracked through the online service. TSM is designed for enterprises operating in a complex multinational environment, dealing with many 3rd party vendors like operators, logistics providers, etc. It offers enterprises the flexibility to streamline unique telecom management processes into a transparent set of workflows, catalogues and SLA's. The service enables easy integration with external and internal systems. Every Telecom related IMAC will become better defined, more transparent, easier to handle and cheaper, allowing you to focus on innovations and exceptions.

TSM is offered in a SaaS model that can be easily implemented: it integrates all user data and authorizations that have already been defined in your telecom expense management system. The service completes your telecom expense management service by adding telecom service management, allowing you to take full control over telecom management.

Functionality

- Easy access to telecom cost and usage at all enterprise levels.
- Financial analysis across the enterprise.
- Split billing allows for separated cost allocation of private vs business spend.
- Inventory of subscriptions, devices and bill validation of telecom operator.
- End user access; monthly email/SMS notification to end users and managers.
- Integrated telecom spend management and telecom service management.

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