

PROSOLUM

technically simple

As a valued supplier to the telecommunications industry Prosolum Inc. prides itself on our ability to save our clients significant time and money. Our enterprise management solution; **ProCM** offers advanced provisioning, customer self-service and revenue assurance. **ProCM** empowers both telecommunications service providers and their clients with an intuitive and easy to use system that quickly demonstrates a compelling return on investment.

Companies are being faced with having to implement new IP technologies but have made a significant investment in their existing hardware. Our role lies in assisting them manage the new IP technologies while still empowering their existing systems through a single unified front end that handles both TDM and VoIP so they continue to get maximum benefits of all their investments. **ProCM** can provide results for your organization whether you are managing a thousand lines or millions.

ProCM Customer Testimonial

Prior to the implementation of **ProCM**, our Provisioning Specialists were making these changes at no charge for the customers causing a demand on the internal resources of the Provisioning Specialists and CO Technicians and creating a delay to our customers.

ProCM has reduced the customer M.A.C. calls by at least 50% and enabled the customers to make their own changes.

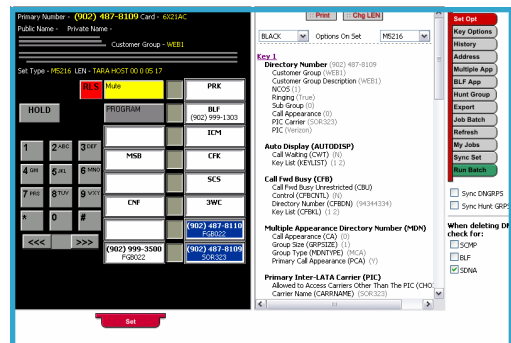
ProCM is being utilized to accomplish the following;

- ◆ Provisioning most new and change orders on all line switched services, not restricted to Centrex. Thus saving the costly and valuable CO Technician's time.
- ◆ Utilizing the powerful and flexible **ProCM** reporting engine to assist in Revenue Assurance ensuring services billed match those of the services in the switch.
- ◆ Analyzing and isolating customer service issues enabling faster resolution times often prior to completing the call with the customer.

-ProCM Customer

Customer Self Service

Telecommunications companies are being faced with the tall task of decreasing subscriber turnover with improved customer service while streamlining their internal sales and support operations to operate more cost-efficient.



The **ProCM** customer self-service tool puts your customers in the driver's seat. The web application enables users to view an on-line visual representation of all options and features available on each set in their customer group. Here they can order, configure and receive customized services within minutes if not seconds thus eliminating traditional wait times and the need to interact with your customer support desk. A complete History of transactions is maintained within the system which can be linked to billing and utilized for revenue assurance. **ProCM** eliminates the manual steps involved in moves, adds and changes saving time and money while reducing errors.

Complex solutions made technically simple

Customer Service

Eliminate the need for multiple touches and manual processes to increase efficiencies and reduce errors. **ProCM** will instantly empower your customer service team while reducing the demand on your back office staff.

ProCM provides instant information on customer set inventory and brings provisioning to a real-time point & click environment allowing your staff to perform customer requests immediately with out any sophisticated training.

ProCM streamlines traditionally cumbersome tasks that once took hours to now only require a few mouse clicks. Such as;

- ◆ Create 1-1000 identical sets in minutes utilizing the set template feature.
- ◆ Schedule sets to be automatically removed or suspended.
- ◆ Create set option packages to apply multiple options to a set in one transaction. i.e. *Platinum Package contains 20 options, Gold Package contains 15*

ProCM increases the efficiency of your customer service staff by streamlining their processes resulting in faster and better service to your customers.

Revenue Assurance

ProRA in minutes can reduce your business's risk and improve your revenue realization. The **ProRA** solution allows users to quickly compare the services being billed with those that are provisioned on your switch. This allows you to determine where revenue is being lost then maximize your profits by eliminating the revenue leakage.

ProRA Customer Testimonial

"Frankly...we've been dazzled! The tool itself takes about two minutes to master. Even though our DMS programming is very complex, the **ProRA** tool makes the data incredibly user friendly. All codes are translated to an English description in a very simple format. I've rerun queries that I've literally waited weeks for from Network...using **ProRA** I have them in seconds!

...having all of this data literally at our fingertips, will not only substantially increase productivity of our team, but also translate into more revenue to the bottom line!"

-**ProRA** Customer

User Defined Customized Reporting

The advantage of **ProCM**'s reporting lies in the level of detail available to the end user which equates endless reporting options to manage your organization. What once may have taken days, weeks or may not even have been feasible we are able to achieve in minutes. Whether you require reports for;

- ◆ Sales and Marketing
- ◆ Revenue Assurance
- ◆ Regulatory Reporting
- ◆ FCC or CRTC Reporting
- ◆ Facilities & Inventory
- ◆ Carrier Services
- ◆ Set Options & PIC
- ◆ Sarbanes Oxley Compliance
- ◆ Administrative and Management
- ◆ Market Planners
- ◆ Customer Trouble Shooting
- ◆ Audit Trails



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