

Telecommunications ►► Services Overview

Overview:

With the communications convergence process in motion, companies are requiring a true Telecommunications Partner that can deliver the knowledge and expertise to fulfill end-to-end lifecycle communication services. Asparian is that partner.

Asparian maintains Senior Telecom Specialists with core competencies in designing and configuring systems including network optimization, management and the performance analysis of communication networks, multi-location data centers and call centers.

Asparian's Telecommunications Group and key alliances execute a complete range of communications offerings - that can be utilized either as a total package or as individual solutions tailored to our clients needs.

Our "Specialists Only" Telecommunications Group maintains expertise in the planning, design, implementation, management and the support of multi-vendor communication environments.

Key Telecommunications Services:

- **Voice, Data & Internet Solutions**
- **Inventory & Recovery Services**
- **Telecommunications Expense Management**
- **Cellular Expense Management**
- **Migration Assessment Services**
- **Outsourced Negotiation Services**

Voice, Data & Internet Solutions:

Asparian delivers voice, data, internet convergent technologies and unified messaging services. Asparian has strategic relationships with key telecommunication partners to provide national and international solutions. Our Telecommunications Group offers measurable, verifiable Service Level Agreements (SLA's) to support our clients' technology requirements and business process needs.

Asparian's Voice, Data & Internet offerings entail the following:

Voice Over Internet Protocol (VoIP):

Companies leverage IP-MPLS networks for VoIP, which is standards-based and designed to support open protocols such as Session Initiated Protocol (SIP). Asparian delivers vendor selection and the implementation of VoIP solutions ensuring companies receive the quality of service, reliability and security required for mission critical business communications.

Multi Protocol Layer Switching (MPLS):

Video, voice, and data combined over a single transmission platform through packeting voice and video streams in MPLS. MPLS delivers significantly less overhead than traditional ATM resulting in transmissions that perform faster and more accurately while requiring less bandwidth. Asparian assists in the migration to MPLS and the management of existing and new environments.

Asynchronous Transfer Mode (ATM):

Combining data images, video and voice over a single platform - ATM is a broadband packet-switch transport. Because ATM is designed to be easily implemented by hardware rather than software, faster processing speeds are possible at pre-specified bit rates of 155.5Mbps or 622 Mbps. Asparian assist in all aspects of ATM including auditing and maintenance.

Dedicated Internet Access (DIA):

Dedicated Internet Access delivers speeds that range from 56k to 155 mbps. DIA is available for frame relay and private line, or as a stand alone T-1 offering. When provisioned on an Integrated Access Service (IAS) platform, clients can achieve speeds up to 768k with 7/24 network preventive monitoring that reroutes data transfer when there's congestion, circuit failures or servers downtime.

Frame Relay:

A flexible, less expensive alternative to dedicated circuits, frame relay increases networking speed while lowering network costs through savings on equipment. Multiple LAN's can also be interconnected.

Private Line:

A digital, dedicated point-to-point service, private lines have guaranteed bandwidth in your choice of T-1/DS1, T-3/DS3, OCS or OC12. Private lines are available for intrastate, in-state interlata and long distance interstate applications.

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►► Key Service Features:

- Telecom "Specialists Only"
- Assess, Design, Develop & Implement
- Deployment & Management
- Expense Recovery
- Project & Operations Management
- Focused Engineering
- Coordination Management
- Maintenance & Support Management
- Carrier Impact Analysis
- Historical Statistical Analysis
- Performance Optimization

►► Additional Services:

- Telecom Managed Support
- Network Services
- Colocation Services
- Consolidation Services
- Security Services
- Business Continuity Services
- Compliance & Regulation Services
- Hardware & Software
- Technical Training
- Technology Staffing

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Telecommunications ►► Inventory, Recovery and Expense Management

Inventory & Recovery Services:

Integral to any complex and dynamic infrastructure and core business service is a current and accurate inventory of assets, contracts and commitments. Voice infrastructures are no different - they are often the most neglected of all technology investments.

Asparian's Consultants assist companies in capturing the assets (circuits, equipment and maintenance contracts) and reconciling them to carrier and service provider invoices. As a result, erroneous or unnecessary charges are identified, recovered and terminated.

Key Methodology:

- Audit and perform a comparative reconciliation of telecommunication charges against contracts, tariffs and service agreements.
- Conduct an inventory of all telecommunications infrastructure assets including circuits, (POTS, ISDN, frame relay, cellular, etc), customer premise equipment (CPE), CSU/DSU, routers, PBX's, Audio & Video conferencing systems.
- Recover incorrect charges or billings as determined by the comparative analysis.
- Audit and review vendor performance against service level agreements (SLA's); recover associated penalties for carrier nonperformance.
- Generate a physical and logical topology (and database) of all equipment and services utilizing a leading Communication Inventory Reconciliation application by Comstructure, LLC.

Key Benefits:

- Historical cost savings between 5% and 20% of audited expenditures.
- Recovery of erroneous billing amounts through cash refund or credit.
- Terminate unused circuits, services, maintenance, etc. associated with identified errors.
- Provide a current management database of all communication assets for future network modifications and the ongoing invoice approval process.
- Lower cost of service due to reduced contingency fee percentages than are typically offered in the industry (<30% versus 50%).

Telecommunications Expense Management:

Telecommunications Services are becoming complex to use and understand, and with multiple service and billing options, there is a strong case for enterprises, both medium to large businesses, to utilize Telecom Expense Management services.

Why leverage Telecom Expense Management:

- Too many bills and/or bills are too large and complex to manage.
- Constant change of telecommunications infrastructure.
- Lack of coordination between accounts payable department and departments utilizing telecommunications services.
- Companies simply not prepared to manage telecom expenses.
- Telecommunications Expenses (in most cases) represent 1% of total revenue and billing errors representing 10% to 30%.

In response to these challenges, Asparian has formed an alliance with telephony leader Comstructure, LLC, who has developed iCIRT™, a web enabled application for the management of enterprise telecommunications expenses.

Comstructure's iCIRT™ empower our clients with the capabilities to:

- Manage voice, data, wireless, and video networks via a web-enabled database.
- View, add and edit inventory of circuits, lines and services.
- Compare carrier records and invoices to inventory allowing changes to service records.
- Track problems with lines and billing errors.
- Synchronize with Accounts Payable - ensuring ONLY correct billed amounts are paid (through verification).
- Instantly build customized reports or export to a spreadsheet or other common formats.
- Stores images of signed contracts and invoices for viewing anytime with the click of a mouse.

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Telecommunications ▶ ▶ Cellular Expense, Migration Assessments and Negotiations

Cellular Expense Management:

In the United States, businesses now spend 25% of their telecommunications budgets on wireless offerings. With telecom budgets approaching 1% of revenue, cellular expense management is becoming a business necessity. In response to this business problem, Asparian leverages Comstructure's iCIRT™, a web based solution for managing cellular communications expenses.

The iCIRT™ Management Suite consists of four modules that augment monthly carrier electronic billing data. Through this browser-based product suite companies can:

- Maintain a consistent and simple online view of call charges by cost center or manager throughout the company.
- Deliver electronic bills to each employee.
- Optimize employee rate plans.
- Track company policies regarding appropriate business/non-business usage.
- Electronically collect employee personal usage charges or reimburse employee business expenses.
- Equitably allocate pooled minutes between departments.

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Migration Assessment Services:

Asparian provides clients with a comprehensive roadmap for the implementation of a next-generation communication networks that realize the current and pro forma benefits of converging voice, video and data into a single infrastructure.

Key Methodology:

- Statistical analysis of voice, video and data networks, LAN & WAN entailing the measurements of quality of service (QoS) capabilities within existing and proposed future networks.
- Assessment of business drivers supporting implementation of a next-generation communication infrastructure and analysis of investment options associated with proposed converged network.
- Financial review of current communication infrastructure.
- Audit of all voice, video and data communication equipment, billings, media and topologies, services and service providers.
- Review, compile and analyze of current voice, video and data network management and Support.
- On-site or offsite pilots to assess and ensure successful implementation.

Key Benefits:

- Cost reductions derived from lower communication, network, management and support costs.
- Cost containment as a result of improved management of services, equipment and operational support.
- Improved user productivity through adoption of recognizable time and labor saving applications.

Outsourced Negotiation Services:

Asparian provides clients with optimum voice, video and data services contracts that best satisfy their communication needs. Based on a thorough understanding of our clients' communication requirements, we work with carriers and service providers to match these requirements with an appropriate blend of prices, terms, conditions, services, and service level agreements (SLA's) properly aligned with rigorous performance metrics.

Key Methodology:

- Capture financial and operational information on historical usage and develop a model of future usage patterns as necessary to appropriately define and leverage contractual monthly commitments.
- Develop and market request for proposal (RFP), evaluate the proposal responses and recommend vendor selection.
- Develop service level agreements, performance metrics and financial penalties for service failures.
- Negotiate contracts for complex voice, video and data network agreements based upon a thorough understanding of vendors, pricing, terms, conditions and quality of service.
- Perform project management and migration tasks necessary to ensure a successful transition to new carriers.

Key Benefits:

- Independent representation of our clients' interest, devoid of potential financial conflicts of interest typically found among carrier agents and resellers.
- Industry knowledge of industry and regulatory trends and changes in tariffs,
- Comprehensive communication contracts which ensure a financially and operationally appropriate combination of price, terms, conditions, services and performance guarantees.

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