



# MetTel Portal

Business Intelligence & IT  
Asset Management Platform

**MetTel**

“[The MetTel Portal] provides us the tools that we need to move our business forward.”

**JUDITH MCMILLEN, GAP, INC.**

## Overview: Reduces Time to Action & Increases Scalability

The MetTel Portal is a proprietary, first of its kind, IT management platform that allows companies to securely and efficiently manage their technology programs, end-to-end. It was designed and built to help enterprises improve business-process efficiencies and get the most out of their growing IT infrastructures.

The MetTel Portal streamlines and centralizes all key aspects of the technology asset lifecycle, including ordering, inventory and account management, cost analysis, repairs and help desk services. When using the Portal, your employees become increasingly efficient. The Portal eliminates menial, time-consuming tasks: one employee can now do what it took ten or more to do before deployment.

The Portal addresses the needs of customers who engage with multiple IT vendors or network providers. While the Portal manages IT, it also sits atop your existing technology and financial programs and communicates with each, enhancing and improving what you are already using. Because its functionality is instantly actionable, it puts control where it should be: in your hands.

## History: Born from Complex Customer Needs

The MetTel Portal was born in MetTel’s Customer Innovations Labs. The Portal began as a TEM (telephone expense management) system and has evolved over the years to include functionalities that encompass the full lifecycle management of all enterprise-wide IT assets.

MetTel saw the same needs developing with most—if not all—of its customers. Many customers realized early on that just by having a list of every line item on their billing invoices meant little without an inventory management system to keep track of them—where they were located and who used them. As the MetTel Portal evolved from an inventory management system to a robust business intelligence platform, it began allowing users to make more strategic IT decisions with better cost optimization controls. The Portal’s abilities increased to procure more assets, change associated services, and suspend or decommission accounts. It was further expanded to include asset allocation to multiple cost centers, locations, and assigned persons. And today, for large enterprises, the Portal allows its users to define various levels within their hierarchy to be responsible for their own profit and loss, and enables that hierarchical view to look downstream while passing their information upstream.

MetTel understands that all companies have their own unique and complex needs. The Portal’s dynamic design permits the platform to be continuously customized and so it’s always adapting to your evolving requirements. We listen to CFOs who need instant access to deep analytics. We hear from procurement officers and controllers who want lower prices and total control over business expenditures across a multitude of departments and budgets. And we pay attention to IT departments when they express the need for detailed asset tracking information for management of devices and usage. By listening, hearing and paying attention, the Portal’s functionality continues to grow.

MetTel’s Customer Innovations Labs listened and engaged with its customers to create—then enhance—the MetTel Portal.

## How Will the Portal Work for You?

First, it defines all of your assets. These are traditionally, but not limited to, communication assets, such as POTS wireline services, mobile devices and plans, broadband internet connections, and Wi-Fi routers. However, since the Portal was built from the ground up with flexibility in mind, your asset lists can be expanded to encompass any network connected device in the Internet of Things, and more!

If there is a product that is not currently defined in the Portal, it typically takes a single day to define the new asset, characterize all of its attributes, create the rules around who can use it, and define the operations that can be done, such as upgrade, repair, suspend, or warranty exchange. This means more than just maintaining a list of assets from any and all vendors.

### The MetTel Portal was built from the ground up with flexibility in mind.

All asset information is incorporated into the Portal so that, through the use of APIs and relationships with vendors, all of these other assets can be as easily and automatically managed as if they all originated from the same source.

The Portal's centralized knowledge base provides an aggregated data repository across what would traditionally be multiple separate functions. This consolidation is not only efficient because of the elimination of redundancy, but can be optimized for faster search queries and cross functional retrievals. In fact, it allows for a Super Search across disparate items such as trouble tickets, accounts, addresses, phone numbers, and billing information, allowing the user the ability to associate any item with another, and then drill down further on an individual item for extensive details, such as users, lines, services, equipment, and even weather at a specific location.

Access to the Portal is controlled by user ID and password, with permissions granted to the user by their defined role. Roles may be tied to a person's functional responsibilities, such as help desk, ordering, billing and finance, or administration. Special roles can be customized to further delineate users. For example, you can create an administration role with limited read-only access, or you can grant a limited number of people order approval rights.

Operationally, the Portal's flexibility accommodates a spectrum of service levels, from customers using the Portal as simply a high-powered TEM, to the Portal managing and directing all aspects of IT management. The advantage of having the Portal do most or all of the management, especially when a product or service is from a third party vendor, is that the Portal and team will deal with the specific vendor when any issue occurs.

## Your Whole Enterprise Benefits from the Portal

The Portal seamlessly integrates with your operational environment. There is no need to learn a whole new way of doing things because it is tailored to your individual requirements, the way you want to use it. You can configure the Portal based on your unique organizational structure and your organization's individual needs.

Super Search across any trouble tickets, accounts, addresses, phone numbers, and billing information is customizable and tailored to each individual customer

## MetTel Portal's Benefits

- The Portal fully integrates with your existing internal accounts payable systems.
- For bill paying, account coding can be defined by cost center, GL code, or other variables that are meaningful to you, such as a specific program within a department.
- You can define rules in the Portal, associated with your organizational hierarchy, to establish exacting restrictions for visibility, activity, and approvals.
- User preferences allow you to create custom monthly reports to record everything from variances, usage, and spend, to ticket activity.

## MetTel Portal's Key Features

- Hosted
- Secure
- Highly-reliable
- Geo-redundant
- Scalable
- User-friendly
- Robust
- Efficient
- Customizable

The Portal is hosted in highly secure data centers and is an extremely reliable system because it is fully redundant and geographically fault tolerant. All information is securely available through a single, user-friendly web portal interface, accessible by desktop computers, tablets, and mobile phones. It delivers 100% transparency into your inventory, usage, and spend, while offering a robust platform for bill optimization.

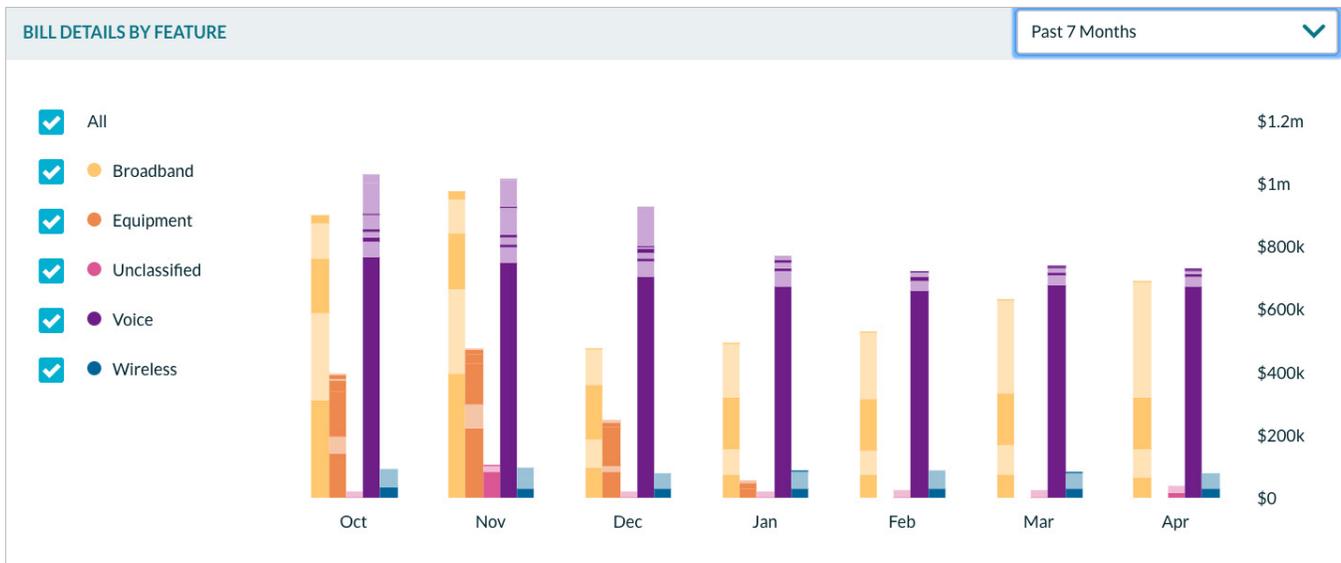
## MetTel Portal's Features

### Billing

One of the unique features is its ability to consolidate invoices from multiple carriers into a single view of all invoices. Through its use of automated access to vendor portals or vendor provided APIs, the Portal is capable of managing all billing line items equally, even if they were provided by numerous third parties. This allows for proactive monitoring—the system can automatically flag delinquencies, suspicious charges, unusual spending patterns, items on the bill not ordered via the Portal, and other customer-defined variables or patterns. The view can be filtered by time span, location, vendor, service type, organizational hierarchy, charge type, and billing account. Once billing exceptions are found and reviewed, rules can be set as to how to handle those items on future bills.

### The Portal is customizable and tailored to each individual customer

The Portal also allows for invoices to be paid online. The customer has the option to pay for individual line items as needed, pay for items associated with a specific third party carrier, or use single pay to make one total payment, which will automatically be divided up and distributed to each of the third party vendors. All payments are customizable to include specific cost coding and allocation based on the organization's accounts payable systems. A separate section within the billing area allows administrators to maintain contracts with their vendors. They can input contracts, view them, and create rate cards that set prices for each orderable item.



## Ordering

Each customer has a product catalog created that is unique to their organization. A hierarchy of locations, groups, and roles is established to allow different users' customers to log in and obtain different views of the catalog. This gives you control over what products and services are offered, and total authority over the entire ordering process. Once placed, the user can track the progress of the order, either by logging in, or setting alerts to the user and others.

The product and service catalog may contain items from various third party vendors. Pricing for an item may be standard retail price, or a specially negotiated price between you and your vendors. Once the allowable items have been added, customers have the option of further modifying the catalog to create custom orderable packages. Packages may be just groupings that adhere to company policy, or they may be a way to offer discount pricing. The Portal can optionally kit the package and deliver the custom bundle to the user. The Portal's major focus is to enhance the user experience when ordering.

## Help Desk & Trouble Ticketing

Help Desk personnel utilize the Portal to answer questions and troubleshoot problems for users. Various queries will tell them what assets are on site, which assets may be associated with the problem, and what their current status is. It is possible that the problem may be resolved with this information, but if not, a comprehensive trouble ticket can be opened immediately, containing details entered during the trouble call. The Portal automatically populates the trouble ticket with the circuit number, provider, contact information, and other pertinent information.

Trouble Tickets can be entered into the Portal for any defined product or service to report problems or to make requests of the vendor. The tickets are tracked through their lifecycle, and at each milestone, users can subscribe to notifications that a milestone is complete. The interface displays a simple graphical timeline of the status, showing completed steps and steps yet to be done. Because of the aggregated nature of the Portal, the user can drill down into the details associated with the ticket, including contacts, billing information, access, and accounts. The Portal also allows a user to add notes to a ticket directly or by replying to a notification email.

The ticketing system tracks all requests and reported problems providing real-time status of all actions taken by end-users and underlying providers. Internally, the Portal team assures that the correct entity within a vendor organization is notified, obtains a commitment from the vendor, and then tracks and performs all follow-up.

The screenshot shows the Bruin Ticketing & Help Desk interface. At the top, there's a navigation bar with 'Ticketing > Help Desk' and user information 'Ava Salazar MetTel Customer'. Below this is a secondary navigation bar with 'My Dashboard', 'Clients', 'Help Desk', 'Accounts', 'Charge History', 'Inventory', and 'Wireless Lines & Devices'. The main content area is divided into three sections: 'Location 16', 'Account 2', and 'Client 0'. Below these is a filter for 'All Tickets (16)' and a 'Show Closed Tickets' toggle set to 'No'. A table of tickets is displayed with columns for AGE, STATUS, TYPE, and TICKET. The table contains 8 rows of ticket data. To the right of the table is a map showing the United States and Canada, with a 'Map' and 'Satellite' view selector.

AGE	STATUS	TYPE	TICKET
1d	Resolved	Service Outage Trouble 2d by InterMapper Service	4173497
2d	In-Progress	Service Outage Trouble 3d by Joseph Mondello	4172898
2d	Resolved	Service Affecting Trouble 3d by Shaun Hatfield	4173249
2d	Resolved	Service Affecting Trouble 3d by Shaun Hatfield	4173245
3d	Resolved	Service Outage Trouble 3d by InterMapper Service	4172359
3d	Resolved	Service Outage Trouble 3d by InterMapper Service	4172431
12d	Resolved	Service Affecting Trouble 13d by Anna Estandarte	4162362
13d	Resolved	New Order 13d by Robert Young	4161392

Additionally, within the trouble tickets, all vendor (LEC) status is offered to users in real-time as the Portal utilizes E-bonding, the free data exchange between our business applications. This greatly reduces the amount of manual intervention that is usually required to determine the up-to-the-second status of an issue being worked on by an outside vendor. Just click on “status” and it’s displayed.

### Inventory / Asset Management

Access to the inventory database is controlled by user ID, password, and user role. Users can retrieve anything from a high-level inventory view to a line level view. Their defined role controls which inventory information they can see or change, including locations (e.g., states, regions, cities, sites, addresses, stores), groups (e.g., organizations, departments, brands, job function), and users (e.g., executives, employees, contractors). Depending on their role, they can initiate purchases of new equipment or services, schedule maintenance on current assets, suspend services, or upgrade devices.

Any inventory item from any vendor can be added to the inventory database and managed. The Portal's close relationships with the major telephony carriers make this automation possible and transparent to its users.

The screenshot shows the Bruin 'My Company > Roles' interface. At the top, there's a navigation bar with 'My Company > Roles' and user information 'Ava Salazar MetTel Customer'. Below this is a secondary navigation bar with 'My Dashboard', 'Clients', 'Help Desk', 'Accounts', 'Charge History', 'Inventory', and 'Wireless Lines & Devices'. The main content area is divided into two sections: 'Roles' and 'Super Administrator'. The 'Roles' section shows a list of roles with their weights. The 'Super Administrator' section shows a toggle set to 'Yes' and a 'ROLE INFORMATION' form with fields for Role Name, Weight, Spend, and Client Access Type.

Roles	Weight
Super Administrator	199
Administrator	198
End User	198
Help Desk and Ordering	197
Help Desk	196

**Super Administrator**  Yes

**ROLE INFORMATION**

Role Name: Super Administrator

Weight: 199

Spend: [Empty Field]

Client Access Type: One Client

## Reporting

The Portal offers easy access to standard and custom reports, including information such as recorded variances, usage, spend, and trouble ticket activity. Pre-defined and ad hoc reports are generated dynamically using any cross section of available data, and can be summarized by organization, location, service, user, or other customer-defined parameters. For your convenience, generated reports are archived so that other subscribers may view the same information quickly, or have it automatically delivered to them via email. Once the report is generated, it can be downloaded into an Excel spreadsheet for further analysis or distribution.

The screenshot shows the Bruin Intelligence Reports portal. The interface includes a top navigation bar with the Bruin logo, user name 'Ava Salazar', and 'MetTel Customer'. Below the navigation bar, there are tabs for 'My Dashboard', 'Clients', 'Help Desk', 'Accounts', 'Inventory', and 'Wireless Lines & Devices'. A search bar is present with the placeholder text 'Type to filter reports...'. The main content area displays six report cards, each with a star icon, a title, a brief description, and a 'Subscribe' button. The reports are: Active Inventory Report, All Accounts Report, Billing Details Report, Bruin Tickets Report, Client Inventory, and DID Inventory Report. The bottom of the page features a help message: 'Hi, I'm Major Care, need help? Give me a call at (866) 625-2228' and a 'Contact Info' button. The footer includes the copyright notice: '©2019 Bruin Group LLC. Host 01/5/9/2019 4:50 PM'.

## Mobile Services

The Mobile Services manager has a unique set of characteristics that differentiates it from other asset managers. There are always multiple service plans encompassing voice minutes, text messages, and data usage, which are all transactional in nature rather than having fixed monthly costs and there are network features like roaming or international dialing that can dynamically generate additional costs. The Portal recognizes and manages all of this accordingly.

As with other inventory items, mobile plans can be changed; service can be suspended; and devices can be upgraded. Upgrading a mobile phone is tied to a contract, and Portal shows which devices are eligible for upgrade, and on what date others will be eligible.

Overage charges can be costly for you. The Portal not only shows current mobile plan usage by group, pool, or individual, but its data modeling can show predicted use for the end of the month so that a manager can take corrective action before an overage occurs. Also, since the phone itself resides with an employee, rather than being installed at a location, the Portal helps managers identify devices that are lost or taken by former employees but still incurring costs.

### Mobile Data Pooling

Data pooling allows multiple device plans to be pooled together to share one mobile plan. The pool can be a separate grouping from the established company hierarchy. For example, executives may be in a pool that has a higher allowed average data usage, but may span across several departments or locations in the corporate hierarchy.

Pooling is used to manage costs for grouped users, but the costs themselves are still allocated based on the account codes of the individual users. Designated pool managers can be alerted as data pools are about to be exceeded, or if an individual user in the pool is exceeding the pool average. Although exceeding the pool average may not incur a cost, the behavior of the individual can be managed before it does.

### Usage & Cost Analysis

Proactive monitoring of usage is essential to controlling costs. Rules can be set up so that notifications can be sent based on crossing various usage thresholds. Users set their preferences to receive these alerts either by text or email.

To help with analysis, The Portal has many built-in features to automatically analyze invoices, and flag discrepancies such as showing: rising or falling costs by vendor or service; lists of unverified devices; invoices that are out of balance; and usage limits that have been exceeded. Whether viewed via the Portal or a downloaded PDF report, the information may be filtered to provide users with information that is pertinent to them or their organization.

## Conclusion

The MetTel Portal is organized around assets. People have assets, locations have assets, and organizations own assets. Access to the Portal is user-centric, rather than asset or vendor centric. The Portal addresses the IT management needs for all levels of your organization from the CEO and CFO down to the individual employee.

- The CEO makes necessary business intelligence decisions with the aid of customizable high-level status reports.
- The CFO gleans insight into optimizing business expenditures from the corporate level down to the individual P&L centers.
- The IT department collects detailed asset tracking information for management of devices and usage.
- The Help Desk coordinates user information with asset monitoring to assist in troubleshooting user problems.
- Managers and employees can track their ownership and usage of their own technology assets.

You operate within your own unique hierarchy, with your own set of processes and rules.

The Portal facilitates this by intuitively adapting to your environment, and allows you to manage your assets as an extension of your organization and activities.

Our customers range from small and medium businesses to large corporations to government agencies. The Portal prides itself in its “Customer Guided Development.” If there is a feature, a configuration setting, or a customization that a customer wants or needs, but is not yet available in the Portal, our development team works to provide that functionality in the next release, and makes it available for all customers to use.

## Summary of MetTel Portal Features

### INVOICE MANAGEMENT

- Automated invoice processing
- Customizable invoice approval
- Bill validation
- Cost allocation
- Rebill
- Billing/invoice history
- Historical billing data

### REPORTS

- Live & historical reports on: usage, billing, inventory, & repair
- Mobile device activity reports
- Cost variance analysis reports
- Customizable billing reports
- Customizable inventory reports
- Downloadable charts & Excel/PDF formatted reports

### ACCOUNT SETTINGS

- Account/hierarchy settings
- General ledger code setup
- Multiple vendor settings
- Multiple user permission settings
- Mobile user settings

### HELP DESK

- Submit trouble tickets
- View scheduled installations & service appointments
- Monitor the status of open tickets
- Services testing
- Over the Air (OTA) help desk
- Real-time network map with live & historic statistics

### INVENTORY MANAGEMENT

- Search for lines or accounts by multiple criteria
- Update line descriptions
- Order new services
- Real-time inventory status
- Summary/detail/map view
- Services turn on/off
- Trouble ticketing

### MOBILE MANAGER

- Real time active cost control
- Usage
- Data
- Roaming
- Inventory

## About MetTel

MetTel is a global communication solutions provider for businesses and government agencies. Leveraging our global private network and the industry’s most comprehensive technology portfolio, we design and deploy tailored connectivity and networking solutions for voice, data, mobility, and IoT devices. Recognized as a Leader in the Gartner Magic Quadrant for Managed Network Services, we excel at transforming legacy networks with intelligence, security, and dedicated solutions management. Our unique approach enables MetTel to provide unparalleled customer experience, enhanced productivity, and significant cost-savings – freeing our customers to focus on their core operations. For more information visit [mettel.net](https://www.mettel.net), follow us on [LinkedIn](#), or call us directly at (877) 963-8663. MetTel. Connect Smarter.™