



MetTel Federal Portal

Business Intelligence &
IT Asset Management Platform

A Cabinet-level agency uses the MetTel Federal Portal to manage over \$160M in annual telecom expenses and 100,000 access lines. In the first two years of use, MetTel saved the agency \$8M and allowed them to comply easily with government mandates.

Overview: Problems Solved

The MetTel Federal Portal is a proprietary, first of its kind, business intelligence and IT asset management platform. It allows government organizations to securely and efficiently manage their technology, end-to-end. The Portal is designed to help agencies become more efficient and get the most out of their technological infrastructures by connecting IT management with complete control over expense and inventory asset management. The platform is easy to learn and easier to use.

The MetTel Federal Portal streamlines and centralizes all key aspects of technology asset life-cycle, including ordering, inventory and account management, cost analysis, trouble ticketing, repairs and help desk services.

History: Born from Complex Customer Needs

The MetTel Federal Portal began as a TEM (Telecom Expense Management) system and has evolved over the years to become a powerful solution that can encompass the full life-cycle management of all federal government communications assets.

When the MetTel Federal Portal progressed 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. MetTel enhanced the Portal to procure more assets, change associated services, and suspend or decommission accounts. It was further expanded to include asset allocation to agency-defined cost centers, locations, and assigned persons. And today, the Portal allows definition of various levels within any agency or department to be effective and efficient in managing their budgets, and enables that hierarchical view to look downstream while rolling their information upstream.

MetTel listened to the Agency and enhanced the Portal to accommodate unique challenges and needs

Government agencies have unique and complex needs. The MetTel Federal Portal's dynamic design permits the platform to be continuously customized and so it's always adapting to the government's evolving requirements. We listened to directors who wanted instant access to deep analytics. We heard from procurement officers and comptrollers who needed lower prices and total control over business expenditures across a multitude of departments and budgets. And we paid attention to IT departments when they expressed 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.

How Will the Portal Work for You?

The MetTel Federal Portal starts by defining all of your technology assets. These are traditionally telephony assets, such as voice and data wireline services, mobile devices and plans, broadband internet connections, and Wi-Fi routers, by way of example. 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 beyond.

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

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

Notably, the Portal's Super Search is impressive in its functionality. Super Search looks 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.

Your Whole Organization 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.

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

- 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, for example a specific program within a department.
- You can define rules associated with your organizational hierarchy to establish 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.

Key Features of the MetTel Federal Portal

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

The Portal's rich feature set is a result of customer-guided development

The MetTel Federal Portal is hosted in highly secure MetTel 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 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 Federal complies with the requirements of the U.S. General Services Administration (GSA) NS 2020 contract requirements, allowing Agencies the opportunity to transform telecom operations and add mission value. The Portal has a wide range of features including:

SECURITY

Access to the MetTel Federal Portal is controlled by secure login with permissions granted to the user by their defined role. Special roles can be customized to further delineate users. For example, you can create an administrator role with limited, read-only access and/or you can grant a limited number of people approval rights and customize workflows.

Each Federal agency has its own numerically separated partition within the MetTel Federal Portal, thus guaranteeing data separation and resource availability, while optimizing the efficiencies of a shared hardware infrastructure. Access to the database, and therefore all data in transit, is over a Federal Information Processing Standard (FIPS) 140-2 compliant encrypted connection. In addition, MetTel Federal provides a dedicated response team for each Agency to provide support and troubleshooting.

And notably, the MetTel Federal Portal has been designed to meet and/or exceed the National Institute of Standards and Technologies (NIST) FISMA requirements at the Moderate Impact level.

RELIABILITY

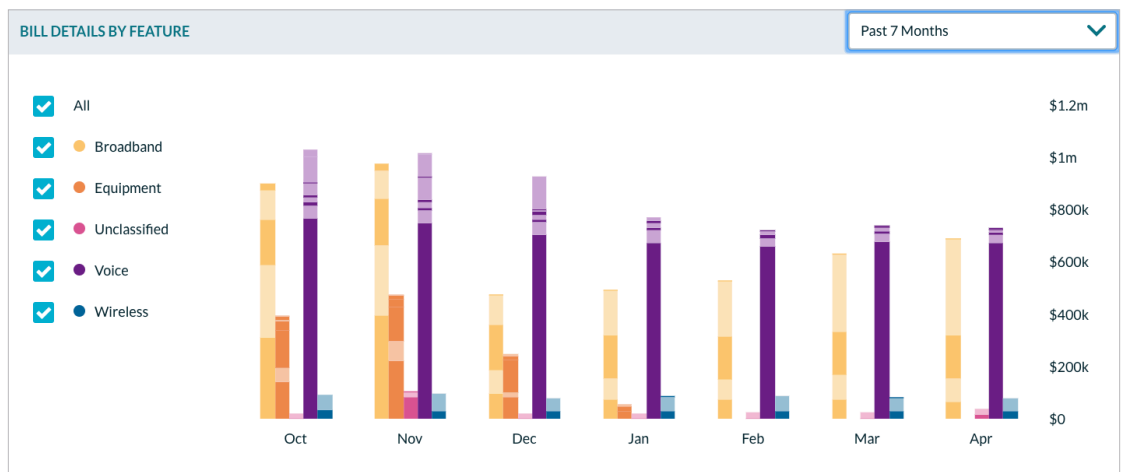
The MetTel Federal Portal's architecture is completely redundant within each MetTel data center. The multiple data centers are geographically diverse, with full replication between each. Geo-redundant infrastructure, data, and communications comply with the federal government's Continuity of Operations Plan (COOP).

BILLING

One of the Portal's 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, whether they were provided directly by MetTel or from a third party. 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 Billing Web Portal also allows for invoices to be paid online. The customer has the option to pay for individual line items as needed to any vendor.

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 agency has a product catalog created that is unique to their needs. A hierarchy of locations, groups, and roles is established to allow different users from sub-agencies or programs to log in and obtain different views of the catalog. Once placed, the user can track the progress of the order both within the Portal and by email alerts.

HELP DESK & TROUBLE TICKETING

Help Desk personnel utilize the Portal to answer questions and troubleshoot problems for users. A comprehensive Trouble Ticket can be opened immediately, containing details entered during the trouble call. The MetTel Federal 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 MetTel Federal 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, MetTel 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. 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.

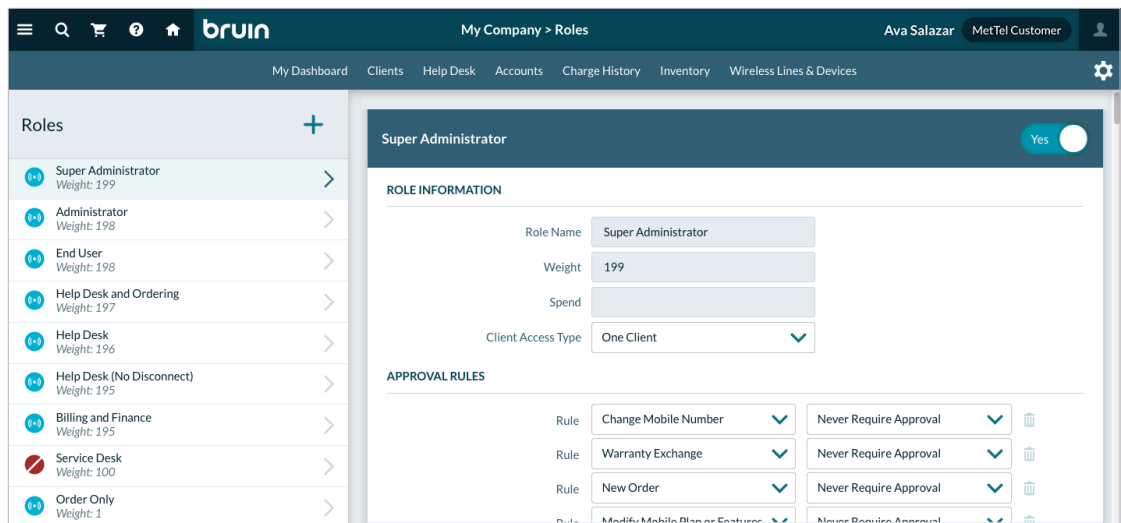
AGE	STATUS	TYPE	TICKET
1d	Resolved	Service Outage Trouble 2d by InterMapper Service	4173497
2d	In-Progress	Service Outage Trouble 3d by Joseph Mondello	4172898
2d	Resolved	Service Affecting Trouble 3d by Shaun Hatfield	4173249
2d	Resolved	Service Affecting Trouble 3d by Shaun Hatfield	4173245
3d	Resolved	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
24d	In-Progress	New Order 25d by Donna Marshall	4153190
41d	In-Progress	New Order 41d by Kimberly Brown	4133974

REPORTING

The MetTel Federal 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 agency, location, service, user, or other customer-defined parameters. For your convenience, created report parameters 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.

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), groups (e.g., agencies, sub-agencies, divisions, programs, commissions, job function), and users (e.g., directors, administrators, managers, employees, contractors).



MOBILE

The Mobile Services manager has a unique set of characteristics that differentiates it from other asset managers. There are 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 MetTel Federal Portal recognizes and manages all of this accordingly.

Overage charges can be costly. 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. The Portal also 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 agency hierarchy. For example, directors or bureau chiefs may be in a pool that has a higher allowed average data usage, but may span across several divisions or locations in the agency hierarchy.

Pooling is used to manage costs for grouped users, and when usage is exceeded, or if an individual user in the pool is exceeding the pool average, notifications can be sent out.

USAGE AND 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.

Conclusion

The MetTel Federal Portal is an intuitive, user-centric telecom and IT asset management platform. The Portal addresses the tech needs for all levels and functions of your organization from the Director and Comptroller down to the field staff.

- The Director makes necessary business intelligence decisions with the aid of customizable high-level status reports.
- The Comptroller gleans insight into optimizing business expenditures from the department or agency level down to the individual budget 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 communication assets.
- Our speed to market is unparalleled and we are able to implement and show ROI almost immediately.

Our clients strive to cut costs, optimize operations, and drive value for their end users. The MetTel Federal Portal enables them to do so seamlessly and efficiently.