

Rivermine TEM Solutions Overview

Addressing Communications Expense Management Challenge

With the ever increasing use of mobile devices, the Internet and corporate networks, the costs associated with delivering these services has become one of the top expenses for enterprises. Along with the growth in communications usage, enterprises are faced with the need to manage increasing numbers of service options and complex contracts and billing arrangements. Inefficient management of these expenses, including overpayments as a result of billing errors, often results in enterprises incurring significant avoidable expenses.

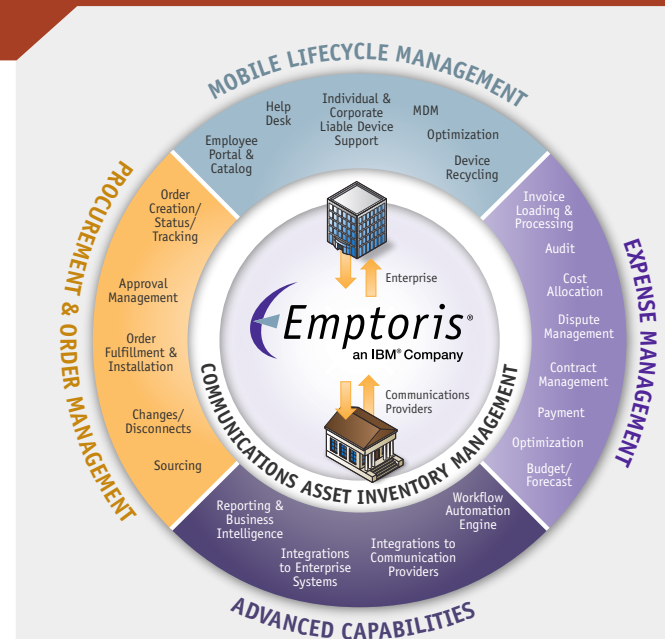
In addition to controlling overall communications expenses, enterprises are looking to:

- ▶ Manage explosive growth of mobile devices and proactively enforce policies
- ▶ Properly allocate costs to business groups/departments
- ▶ Support business growth and mergers and acquisition activities
- ▶ Manage global networks
- ▶ Redeploy communications staff
- ▶ Optimize network price and performance
- ▶ Rapidly make network decisions and justify those decisions to management
- ▶ Provision network conversions and new assets
- ▶ Decommission obsolete assets to avoid overcharges

Hundreds of companies have selected Emptoris, an IBM company, to manage and automate these tasks and they have realized millions of dollars in savings annually as a result. According to Gartner, the use of automated expense management solutions and services can help companies realize up to 35% in annual savings.

Save Millions on Communications Expenses with Rivermine TEM

Rivermine TEM manages the entire communications lifecycle including procurement/ordering, inventory management, auditing, invoice processing, optimization, cost allocation, contract management, mobile expense management, mobile device management, asset decommissioning and the analytics associated with all of these activities. The solution also offers broad international capabilities with support for global invoice formats, currencies, and languages. Flexible deployment options such as on-demand software-as-a-service (SaaS), on-premise software, or outsourced managed services are available to meet your unique business needs.

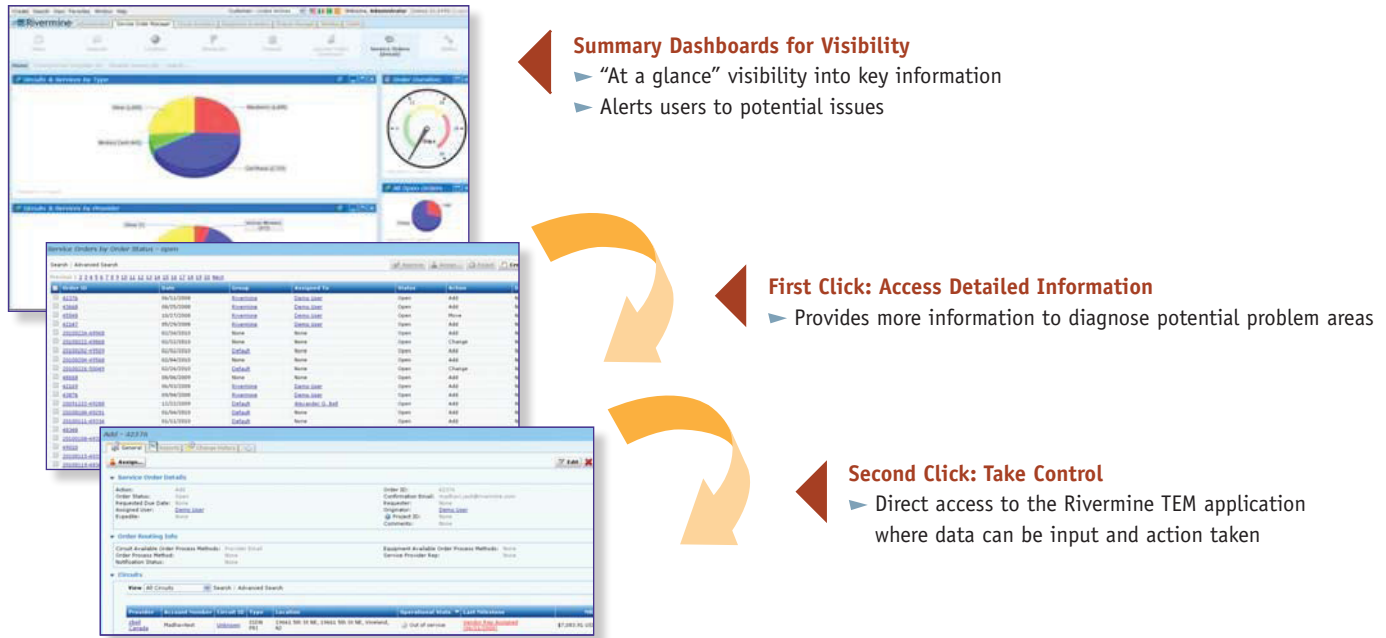


Rivermine TEM automates and streamlines many of the most challenging communications management tasks, including:

- ▶ **Asset & Inventory Management**
 - Builds and maintains a current repository of all your wired, mobile, and data networking assets.
- ▶ **Procurement & Order Management**
 - Creates, validates, and tracks communications orders from request through approval and provisioning.
- ▶ **Expense Management**
 - Enables automated invoice processing, bill validation, cost allocation, auditing, budgeting and forecasting, and call accounting/station management
- ▶ **Mobile Lifecycle Management**
 - Centrally manages, tracks, and optimizes mobile spend while ensuring corporate policies are enforced.
- ▶ **Advanced Capabilities**
 - Delivers unparalleled visibility into and control over telecom spend through business intelligence, automated workflow and integration to other enterprise systems.

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The Rivermine TEM on-demand platform has been designed to enable users to gain visibility into, and control over, their communications expenses in just “two clicks of the mouse”



If controlling and optimizing your mobile devices and their expenses are a challenge, the Rivermine TEM Mobile Lifecycle Management solution can be used as a standalone product or integrated as part of a unified mobile and wireline telecom expense management (TEM) solution.

The Mobile Lifecycle Management offering includes:

- ▶ Online Employee Telecom Portal
- ▶ Web-based Purchasing, Management and Reporting
- ▶ Mobile Expense Optimization and Auditing
- ▶ Invoice Processing
- ▶ Mobile Asset Tracking
- ▶ Mobile Policy Development
- ▶ Mobile Help Desk Services
- ▶ Mobile Device Management (MDM)

Telecom Portal



Mobile Store

How Rivermine TEM Can Help to Alleviate Communication Challenges



Mobile/Wireless Lifecycle Management

The Rivermine TEM Mobile Lifecycle Management solution centrally manages, tracks and optimizes your organization's mobile spend while ensuring corporate policies are enforced. This solution includes all the features needed to manage your mobile environment including an intuitive online employee telecom portal for device orders/tracking, and services including expense optimization, audits, help desk and many more. Integrated Mobile Device Management (MDM) capabilities ensure that corporate data and mobile policies are enforced.



Global Management

Emptoris' Rivermine TEM has the most extensive global presence in the TEM market with in-country offices throughout the Americas, EMEA, Latin America and Asia-Pacific. Global capabilities include broad support for international carrier invoice formats, currencies and multiple languages (including double-byte characters), and the ability to deliver services spanning 195 countries. Rivermine Software, is Safe Harbor Certified, pursuant to the Safe Harbor Certificate held in the name of Rivermine's parent company, Emptoris, Inc.



Wireline Data & Voice

The Rivermine TEM solution automates the process of ordering and procuring fixed wireline services including voice/data lines, circuits, etc. The solution helps to maintain an accurate inventory, facilitates the management of telecom contracts, and streamlines the receipt, audit and payment of invoices.



Finance & Chargeback

The Rivermine TEM Expense Management and Call Accounting solutions facilitate the bill validation, cost allocation, budgeting, budget forecasting and reporting process. The solution validates invoices against contract rates, inventory, tariffs, etc. and properly allocate expenses to internal or external customers. The enhanced budgeting and forecasting provides the ability to create budgets, track performance and report against them, enabling the close management of current expenses and accurate forecasting of and planning for future expenses.



Procurement & Order Management

Rivermine TEM offers powerful capabilities to control the entire process of managing and procuring mobile, voice, data equipment and services." The solution enables your organization to gain greater control over the validation of orders against policies and standards and can automatically enforce procurement rules and approval processes. Key capabilities include managing order creation/status/tracking, approval management, order fulfillment and installation, and control of changes/disconnects.



Assets & Inventory

The Rivermine TEM Communications Asset & Inventory solution creates and maintains a dynamic central repository of all mobile, voice and data networking assets across an enterprise including circuits, services, cell phones, Smart Phones, routers and switches. A well maintained, centralized, accurate communications inventory is critical to optimize bill validation and network design.



Contract Management

Rivermine TEM Contract Management is the standardized service contract repository for all communication provider agreements, enabling compliance checks of performance billing against contracted expectations and corporate policies. Contract Management also handles the tracking of carrier Service Level Agreements (SLAs).



Invoice Processing & Auditing

Rivermine TEM automates and facilitates the communications invoice and auditing process. Rivermine TEM will load all electronic and paper invoices in the system and share critical information with your accounting and finance systems as needed. The solution helps to validate the invoices against contracts, rate tables, tariffs and previous bills.



“We’ve reduced our spend by 25% within a year of the initial investment in Rivermine.”

– Global Fortune 500 CIO

Emptoris’ Rivermine TEM Solution Delivers Proven, Bottom-Line Impact to Many of the World’s Leading Enterprises

Fortune 500 Medical Supply Company –

- ▶ **Challenge:** Proactive management of both wireline and mobile spend.
- ▶ **Results:** Over 500% ROI in the first year, millions in savings to date.

Fortune 1000 Manufacturing and Services Company –

- ▶ **Challenge:** Growing communications costs in the tens of millions with hundreds of locations to support.
- ▶ **Results:** 45% reduction on communications spend and ROI in less than 1 year.

Fortune 500 Global Hospitality Company –

- ▶ **Challenge:** Close to \$100 million in annual communication expenses with high volume of wireline orders. Escalating costs associated with over 15,000 corporate mobile devices.
- ▶ **Results:** The company achieved 100% ROI in less than 6 months for their wireline spend, and nearly 800% ROI on their mobile spend.

World-Leading Financial Institution –

- ▶ **Challenge:** Needed to centralize and gain visibility into the over 11,000 monthly communications invoices received per month.
- ▶ **Results:** With Rivermine TEM, the company was able to consolidate and manage all of their invoices in one solution and saved over \$20 million annually (over \$120 million in savings to date).

Major Utilities Provider –

- ▶ **Challenge:** Pain associated with managing over 9,000 mobile devices. The company needed an effective procurement process and ability to cost allocate by internal organizations.
- ▶ **Results:** Reduced mobile expenses by 21% and achieved 100% ROI within 4 months of solution deployment.



Emptoris®, an IBM® company, is a world leader in strategic supply, category spend and contract management solutions that enable companies to maximize financial performance and optimize commercial risk. The company’s suite of award-winning and industry-recognized sourcing, contract management, spend analysis, supplier lifecycle management, services procurement and telecom expense management solutions are successfully used by Global 2000 companies.

**For more information about Emptoris,
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