



Rivermine eXPERTSolutions

Emptoris, an IBM Company
www.emptoris.com

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Overview

ePERTSolutions is a suite of managed services packages built upon Rivermine's award winning Telecom Expense Management (TEM) platform that helps companies around the world quickly achieve telecom cost savings.

With Rivermine's global ePERTSolutions working for you, you can quickly drive multi-million-dollar savings and operational efficiencies—without sacrificing visibility and control.

Rivermine's ePERTSolutions provide a comprehensive and flexible suite of managed services that enables best-in-class outsourcing of your critical Telecom Expense Management (TEM) business processes.

Powered by our industry-leading TEM software platform —our managed services are delivered by the industry's top TEM experts and span the full telecom lifecycle with standalone or unified mobile and wireline solutions.

Powerful Experience...Proven Success

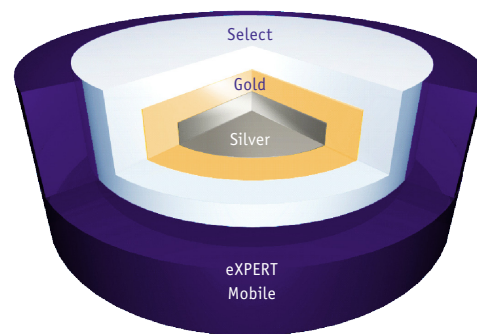
At Rivermine, we are delivering managed services for companies ranging from mid-sized enterprises to global companies that exceed \$1 billion in annual spend.

After over a decade of development and use, our solutions have been selected by more than 300 companies and government agencies. Our customers include the world's most-admired organizations with many saving millions of dollars annually on their telecom spend.

Seamless Upgrade Path

Start at one package level and upgrade to another as your needs change.

Package Level	Feature
ePERTSelect	▶ Complete Outsourcing
ePERTGold	▶ Invoice Processing ▶ Auditing & Dispute Mgmt
ePERTSilver	▶ Invoice Acquisition & Loading
ePERTMobile	▶ Comprehensive Mobile Expense Management



Hosted Rivermine 6 Software

Choose Your TEM Coverage

Rivermine's ePERTSolutions are offered in various packages—along with optional a-la-carte software and services--to deliver exactly the level of support you need. These packages are designed to provide you with the right balance of out-of-the-box capability and flexibility to tailor a managed services solution to fit your unique needs.

ePERTSilver

This package provides on-demand, SaaS-based Rivermine TEM software along with Rivermine experts performing invoice acquisition and loading services —so you can make timely carrier payments and avoid late fees and service disconnects.

The ePERTSilver package also provides you with critical automated software functionality to enable your in-house experts to manage myriad other TEM functions—such as ordering and provisioning, cost allocation, generating AP/GL feeds, invoice auditing, dispute management, and contract management.

The ePERTSilver package includes:

- ▶ **Rivermine TEM software**—delivers web-based access to Rivermine's industry-leading Finance Manager and Inventory Manager software modules.
- ▶ **Global capabilities**—Rivermine TEM software offers powerful global capabilities to facilitate extensive worldwide TEM deployments, such as support for international invoice formats, multi-currency, multi-lingual support, and i18n support.
- ▶ **Reporting & Analytics**—Rivermine also includes the Clarity reporting engine that provides dashboards and “what-if” analytics, giving you all the automation, visibility and control of market-leading software with the convenience and efficiencies of managed services.
- ▶ **SAS 70-certified Hosting**—provides a high-availability, tier 4 hosting environment, including all required hardware and software infrastructure, maintenance, and support.
- ▶ **Invoice Acquisition**—includes receiving paper invoices, staging EDI, downloading CD and web invoices, tracking/retrieving missing invoices & preparing invoices for accurate loading.
- ▶ **Invoice Loading**—handles loading of invoices into Rivermine software, validating load accuracy, addressing loading errors, and attaching raw electronic files.
- ▶ **Invoice Process Management**—performs invoice & account consolidation, invoice media conversion, stores electronic and paper invoices for a period of time.
- ▶ **Reports**—provides a rich set of reports, drill-down dashboards and “what-if” analytics.
- ▶ **Training**—provides specific end-user training for software functionality and Rivermine managed service processes.
- ▶ **Global Data Privacy Support**—Rivermine is Safe Harbor certified and the solution is compliant with EU data privacy regulation; software offers end-to-end security framework including access, transmission and storage of personal data, and support for data masking.

ePERTGold

Extends the ePERTSilver package, with Rivermine experts providing services to allocate costs, analyze and audit invoices, and manage disputes with Carriers. ePERTGold helps

ensure contract compliance, validate inventory and invoice accuracy, and dispute incorrect charges on your invoices to help save you money.

The ePERTGold package also provides you with critical automated software functionality to enable your in-house experts to manage custom processes specific to your organization. The ePERTGold package includes all ePERTSilver services plus:

- ▶ **Cost Allocation, Invoice Analysis and Approval**—applies customer’s cost allocation schemes to invoices; handles exceptions; verifies invoices for misapplied payments, un-reconciled inventories etc, and open tickets; flags validated invoices as “approved”.
- ▶ **Generation of AP/GL Feeds**—generates periodic feeds to AP and GL systems. Validates file transfers, reports transmission failures and loads post-back file into software.
- ▶ **Ongoing Audit**—analyzes electronic invoices against exceptions triggered by defined rules and thresholds; investigates potential root causes; explores optimization opportunities, verifies cost savings, and prepares disputes to be submitted to carriers.
- ▶ **Dispute Management**—opens and tracks billing disputes with vendors; attaches supporting documentation; follows up and engages appropriate contacts and escalates when necessary to manage disputes to closure on the customers’ behalf; tracks and reconciles credits.

ePERTSelect

ePERTSelect extends your managed services solution into a comprehensive TEM outsourcing solution. Rivermine experts will manage your entire telecom expense management program including support for custom TEM processes specific to your organization. You also have the option of Rivermine handling your telecom provisioning and invoice payment tasks.

By turning your TEM processes over to Rivermine’s experts, you maintain visibility and control—while freeing your in-house resources to focus on your core business.

ePERTSelect offers the following options:

- ▶ **Invoice Payment Service** for managing disbursement of funds through Checks, ACH, and Wires.
- ▶ **Call Accounting** for the collection and analysis of detailed Call Data Records.
- ▶ **Historical Audit** to identify errors on past invoices and analyze historical trends.
- ▶ **Inventory Build Service** to input circuit and equipment inventory into Rivermine software.
- ▶ **Contract Database Build Service** to input contract & tariff rates used by customers into the Rivermine software.
- ▶ **Sourcing to negotiate** the best contracts leveraging benchmark data and web-based reverse auction capabilities.
- ▶ **Provisioning Service** for reliable, end-end management of orders with carriers.
- ▶ **Custom Services for Complete Outsourcing**—provides support for custom requirements to fill gaps in operations. Options include staff augmentation, custom TEM processes, benchmarking/best-practice advisory services and data analysis support.

* Optional

Software Functionality	Silver	Gold
Invoice Management Functionality	●	●
Contracts Management Functionality	●	●
Cost Allocation Functionality and Interfaces to AP	●	●
Audit Functionality	●	●
Dispute Management Functionality	●	●
Circuit and Equipment Inventory Management Functionality	●	●
Service Order Management Functionality	●	●

Services	Silver	Gold
Hosting	●	●
Invoice Acquisition	●	●
Invoice Loading	●	●
Invoice Process Management	●	●
Cost Allocation, Invoice Analysis and Invoice Approval	*	●
Generation of feeds to API/GL Systems	*	●
Ongoing Audit		●
Dispute Management		●
Custom Services for Complete Outsourcing		
Training	●	●

eXPERT Mobile	Silver	Gold
Monthly Management and Web-based Reporting	*	*
End-user Telecom Portal	*	*
Ordering & Device Fullfillment	*	*
End-User Mobile Helpdesk	*	*
Mobile Device Management (MDM)	*	*
Personal vs. Business Call Tagging	*	*
Mobile Sourcing	*	*
Policy Development and General Project Management	*	*
Mobile Device Recycling	*	*

Here's a look at why companies choose Rivermine over the competition:

Industry Leader	<ul style="list-style-type: none"> • Received Gartner's highest rating. • Manages \$6 billion in annual telecom spend – one of the largest TEM vendors.
Highest Customer Satisfaction	<ul style="list-style-type: none"> • Received "very good" customer satisfaction scores in the Gartner survey. • 31% of sales coming from customers switching from other TEM vendors – many leaving largest competitor for Rivermine.
Technology Leader	<ul style="list-style-type: none"> • \$39 million invested in platform
Manage the Largest Customers in the Industry	<ul style="list-style-type: none"> • Ability to handle customers of all sizes/spend • Numerous customers with >\$150 mil/yr in spend including the largest single customer in the industry with >\$1 billion per year in spend.
Extensive Global Support	<ul style="list-style-type: none"> • Broad set of capabilities – nearly \$1 billion/yr managed internationally: <ul style="list-style-type: none"> – User interface supports different languages & currencies – Global invoice formats – 195 countries; local receipt in 75 countries – Broad managed services support.
Comprehensive MDM Offer	<ul style="list-style-type: none"> • Includes remote device monitoring, access & control without requiring an on-going client installed on the device draining battery power and memory. • Single employee portal for WEM & MDM functions. • IT policy management, real-time usage/cost management, application management.
Peers Ready to Help You	<ul style="list-style-type: none"> • Well established 100+ member User's Group with unique new customer on-boarding process through unique "buddy system" <ul style="list-style-type: none"> – Also includes monthly calls, committees, message boards.
Global ITO/SI Partners	<ul style="list-style-type: none"> • Accenture, AT&T and others.
Global Unified Mobile & Wireline Platform	<ul style="list-style-type: none"> • Unified code base powering reports, workflow/approval management, multi-currency and language, role based security, etc. • No risk of data integrity issues from acquired mobile platform lightly integrated with separate wireline platform.
Flexible Deployment Models	<ul style="list-style-type: none"> • On-premise, SaaS, Managed Services or Migration (start with one model with the flexibility to change over time).
Unique Advanced Capabilities	<ul style="list-style-type: none"> • Dashboards, reports and unique analytics including automated industry benchmark measurement and "what-if" scenario analysis. • Unique "Audit Rule" engine allows customers to rapidly build their own. • Only vendor to offer TEM Atlas™: Graphical Network Connectivity Maps.



About Emptoris

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, visit www.emptoris.com.

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