



Advancing your ICT

Managed Services by T&S





Munich



Cologne

T&S (Teleconnect & Service GmbH)

is a manufacturer-independent **full-service provider** for mobile, fixed network and contact centre solutions in the business customer segment.

Our competency is based on over 10 years of strategic partnerships and countless, successful projects with market leaders in all industries in over 30 countries worldwide.

We focus on providing established service modules to improving our customers' administration, distribution, service, logistics and production efficiency.

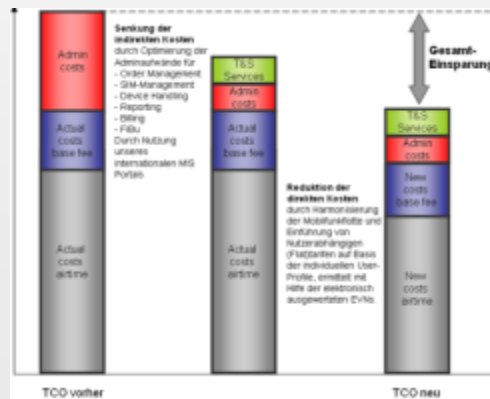
T&S – we stand for competence, quality, future

managed services

We handle technical, commercial and logistical tasks related to you fixed or mobile infrastructure – independently of all carriers and manufacturers.

- Analysis of the current state
- Planning
- Procurement
- Configuration
- Billing/Reporting
- Usage analysis
- Contract/rate optimization
- Fault/change mgmt
- End of life handling

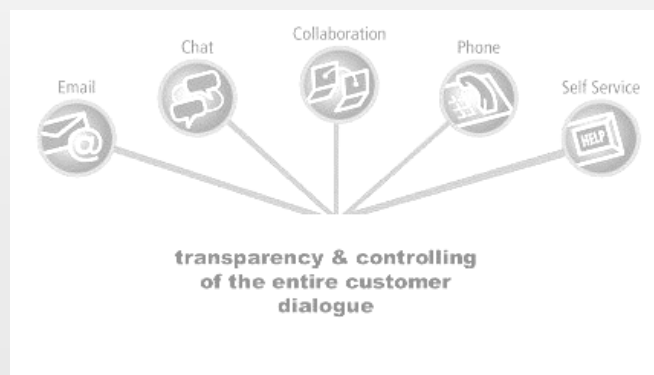
We specialize in providing consulting and services to significantly and persistently reduce the TCO of our customer's TC infrastructure



enterprise solutions

In the business area of Enterprise Solutions, we implement sophisticated solutions for you to ensure the optimal and efficient processing and control of customer dialogue in your contact centers.

- Integration
- IVR, ACD
- Predictive dialer
- Campaign management
- Ticket system
- User Help Desk
- Knowledge base systems
- Web based self service
- etc.

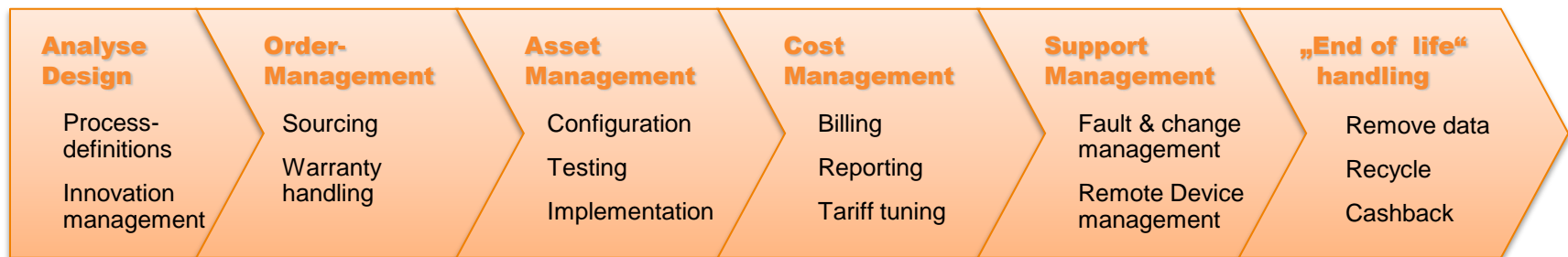


Plan-Build-Run Solutions

We understand „Managed Services“ as a complete A to Z service covering all tasks involved in implementation, integration and administration of any communication platform based on a fixed or mobile network.

We analyze your initial situation and processes, deliver competent consulting, professional solution design, in time realization of your projects, support and services for the platform admin and internal customers.

In addition we constantly monitor and improve processes as well as product and tariff options to constantly grow efficiency and quality within your communication environment.



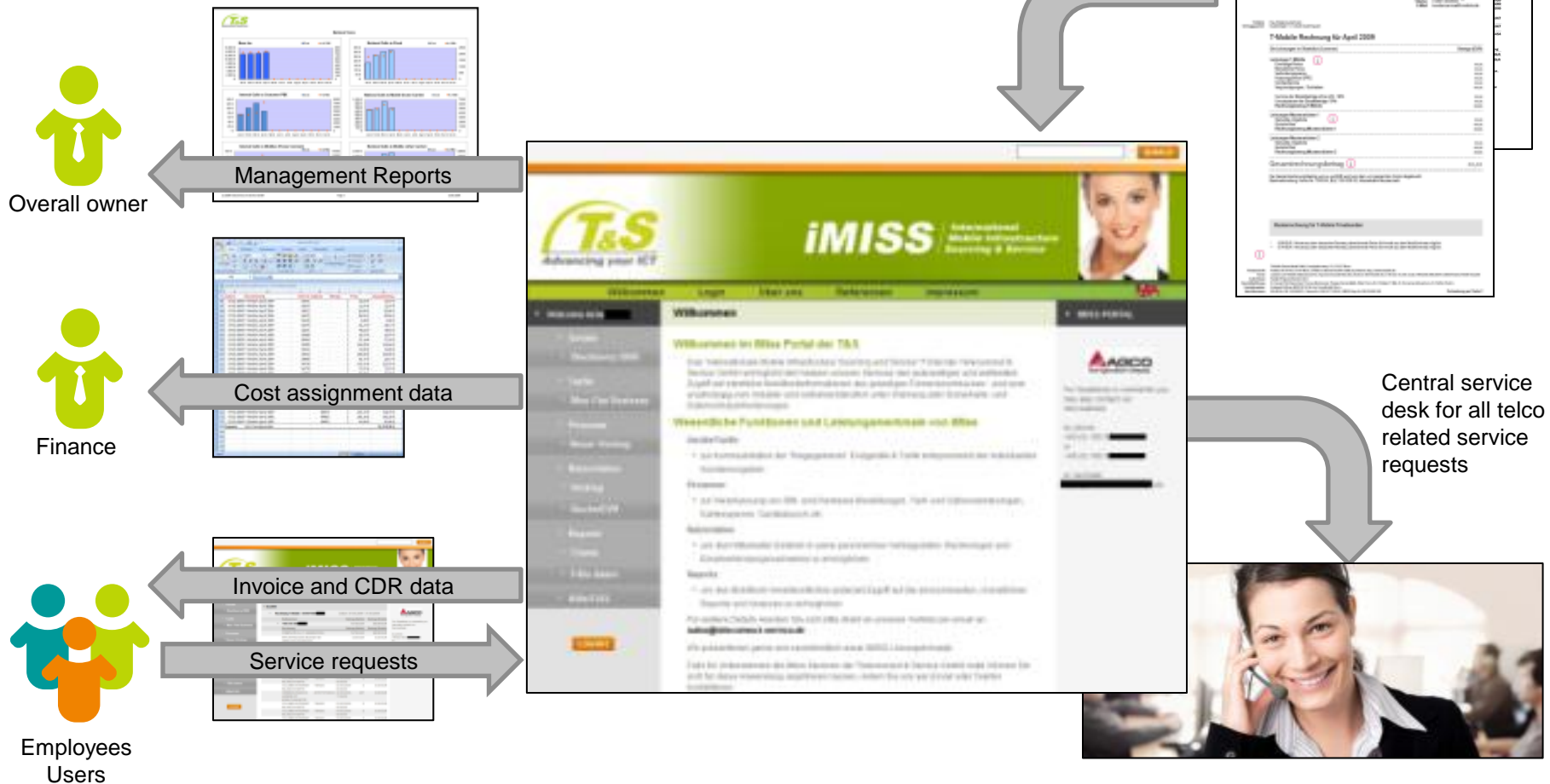
Our service modules

Our services are based upon four specialized modules and each one of them is tailored to perfectly meet the specific customer requirements.

Billing / Reporting	Service	Device Management	Web Portal
<ul style="list-style-type: none"> ▪ Receive and process electronic invoice and usage data ▪ Monthly generation of usage and cost reports ▪ Provide monthly files to import cost assignments into ERP ▪ Identify best tariffs and options and apply these through existing carrier (based on each individuals' usage – on a monthly basis) 	<ul style="list-style-type: none"> ▪ Single Point of Contact for all telecommunication related issues ▪ Ticket based processing of all service requests ▪ Support and consulting in policy issues, tariff recommendations, process optimization ▪ Proactively evaluate new technologies, products, tariffs and options to identify potential savings 	<ul style="list-style-type: none"> ▪ Plan build run of a remote device management solution ▪ „Over the air“ configuration of devices according to existing IT policy ▪ Ideal for rollout and replacement configuration and asset Management ▪ No IT engagement or investment required ▪ Supports all major mobile platforms (Windows Mobile, Symbian, iPhone and Blackberry) 	<p>Customer individual web portal, providing:</p> <ul style="list-style-type: none"> ▪ Online access to personal telecommunication invoices and CDRs ▪ Online access to monthly cost and usage reports for fleet managers ▪ Online access for Finance to download batch input files for monthly data import to ERP 

Our iMISS mobile business web portal

We provide a multilingual web portal to improve overall transparency on policies, costs and usage and a single point of contact for any kind telco related of service requests.



Das iMiss Portal im Überblick

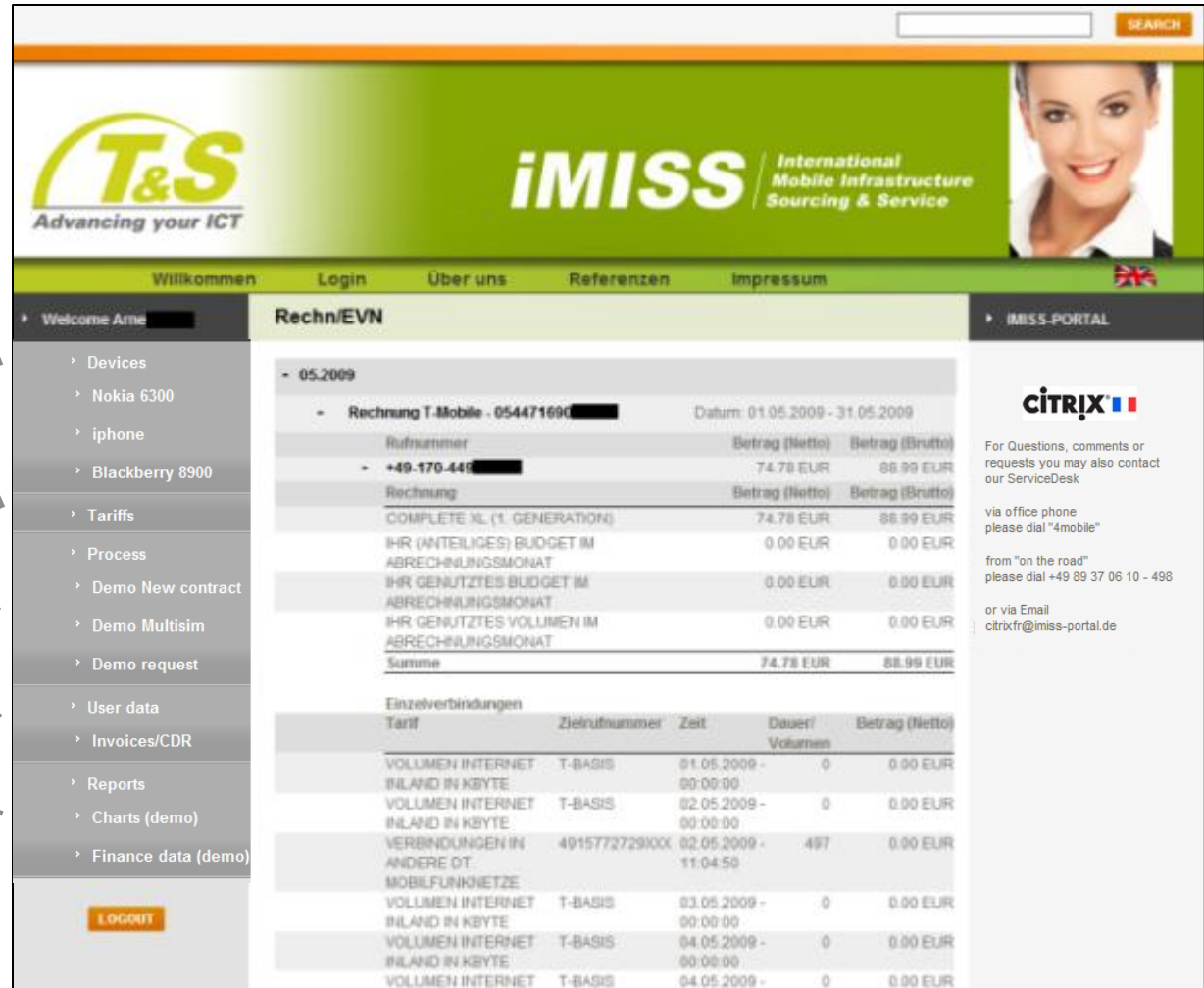
List of supported and/or tolerated devices according to Citrix France IT Policy

Information about terms & conditions of the frame contract between Citrix France and Orange

Citrix employee can simply launch mobile related tasks (order new SIM, request new device, handle warranty issues etc.)

Every mobile user can access his or her invoice and usage details.

The Fleet-Manager can access monthly overview reports on usage and cost developments.
The Finance Department can access batch input files to easily assign costs to cost centers.



The screenshot displays the iMISS portal interface. At the top, there is a search bar and the T&S logo with the tagline 'Advancing your ICT'. The main header features the 'iMISS' logo and the text 'International Mobile Infrastructure Sourcing & Service'. Below the header is a navigation menu with links for 'Willkommen', 'Login', 'Über uns', 'Referenzen', and 'Impressum'. The main content area is divided into three sections: a left sidebar, a central main area, and a right sidebar. The left sidebar contains a 'Welcome Arne' message and a list of navigation options: 'Devices', 'Nokia 6300', 'iphone', 'Blackberry 8900', 'Tariffs', 'Process', 'Demo New contract', 'Demo Multisim', 'Demo request', 'User data', 'Invoices/CDR', 'Reports', 'Charts (demo)', and 'Finance data (demo)'. The central main area displays a mobile invoice for the period of 01.05.2009 to 31.05.2009. The invoice includes a table with columns for 'Rechnung', 'Betrag (Netto)', and 'Betrag (Brutto)'. The right sidebar contains the Citrix logo and contact information for Citrix France, including a phone number and an email address.

Willkommen Login Über uns Referenzen Impressum

Welcome Arne **Rechn/EVN** iMISS-PORTAL

Devices
Nokia 6300
iphone
Blackberry 8900
Tariffs
Process
Demo New contract
Demo Multisim
Demo request
User data
Invoices/CDR
Reports
Charts (demo)
Finance data (demo)

LOGOUT

- 05.2009

- Rechnung T-Mobile - 054471690 Datum: 01.05.2009 - 31.05.2009

Rufnummer	Betrag (Netto)	Betrag (Brutto)
+49-170-449	74.78 EUR	88.99 EUR
Rechnung	Betrag (Netto)	Betrag (Brutto)
COMPLETE XL (1. GENERATION)	74.78 EUR	88.99 EUR
IHR (ANTEILIGES) BUDGET IM ABRECHNUNGSMONAT	0.00 EUR	0.00 EUR
IHR GENUTZTES BUDGET IM ABRECHNUNGSMONAT	0.00 EUR	0.00 EUR
IHR GENUTZTES VOLUMEN IM ABRECHNUNGSMONAT	0.00 EUR	0.00 EUR
Summe	74.78 EUR	88.99 EUR

Einzelverbindungen

Tarif	Zielrufnummer	Zeit	Dauer/ Volumen	Betrag (Netto)
VOLUMEN INTERNET	T-BASIS	01.05.2009 - 00:00:00	0	0.00 EUR
VOLUMEN INTERNET	T-BASIS	02.05.2009 - 00:00:00	0	0.00 EUR
VERBINDUNGEN IN ANDERE OT	4915772729XXX	02.05.2009 - 11:04:50	497	0.00 EUR
VOLUMEN INTERNET	T-BASIS	03.05.2009 - 00:00:00	0	0.00 EUR
VOLUMEN INTERNET	T-BASIS	04.05.2009 - 00:00:00	0	0.00 EUR
VOLUMEN INTERNET	T-BASIS	04.05.2009 - 00:00:00	0	0.00 EUR

CITRIX
For Questions, comments or requests you may also contact our ServiceDesk
via office phone please dial "4mobile"
from "on the road" please dial +49 89 37 06 10 - 498
or via Email citrxfrc@imiss-portal.de

Sample of iMISS functionality

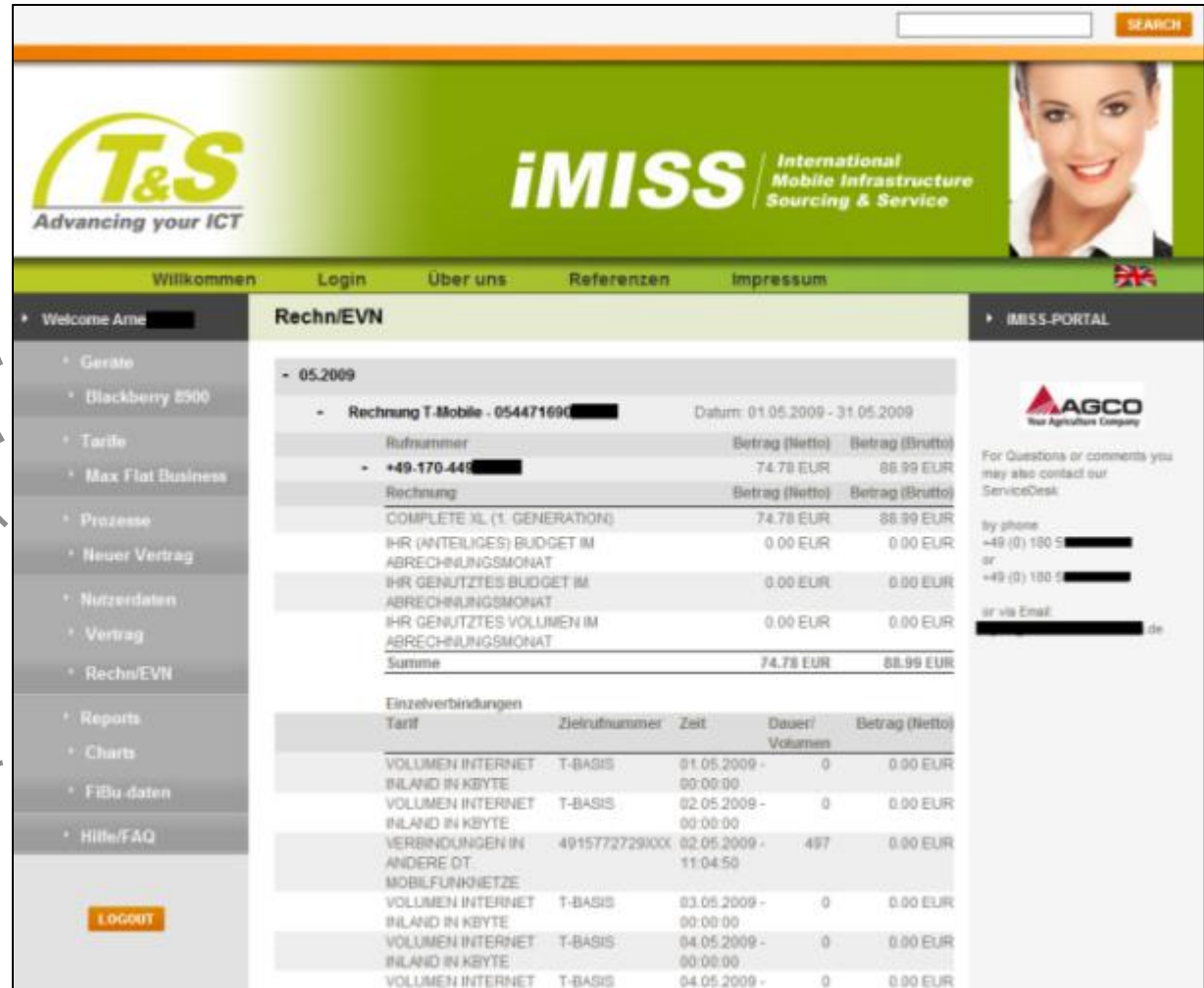
Communication of standard devices according to customer's IT policies.

Communication of tariff information according to customer's frame contract with existing carrier(s).

Standard masks to provide easy access to (usually 5 - 8) most frequent service requests

Each mobile phone user can access his or her individual invoice and cost data records (over the past 12 months).

This area holds reports and functions only accessible for the owner/manager of the mobile fleet.



The screenshot shows the iMISS web portal interface. At the top, there is a search bar and the T&S logo with the tagline 'Advancing your ICT'. The main header features the iMISS logo and the text 'International Mobile Infrastructure Sourcing & Service'. Below the header is a navigation bar with links for 'Willkommen', 'Login', 'Über uns', 'Referenzen', and 'Impressum'. The main content area is divided into three sections:

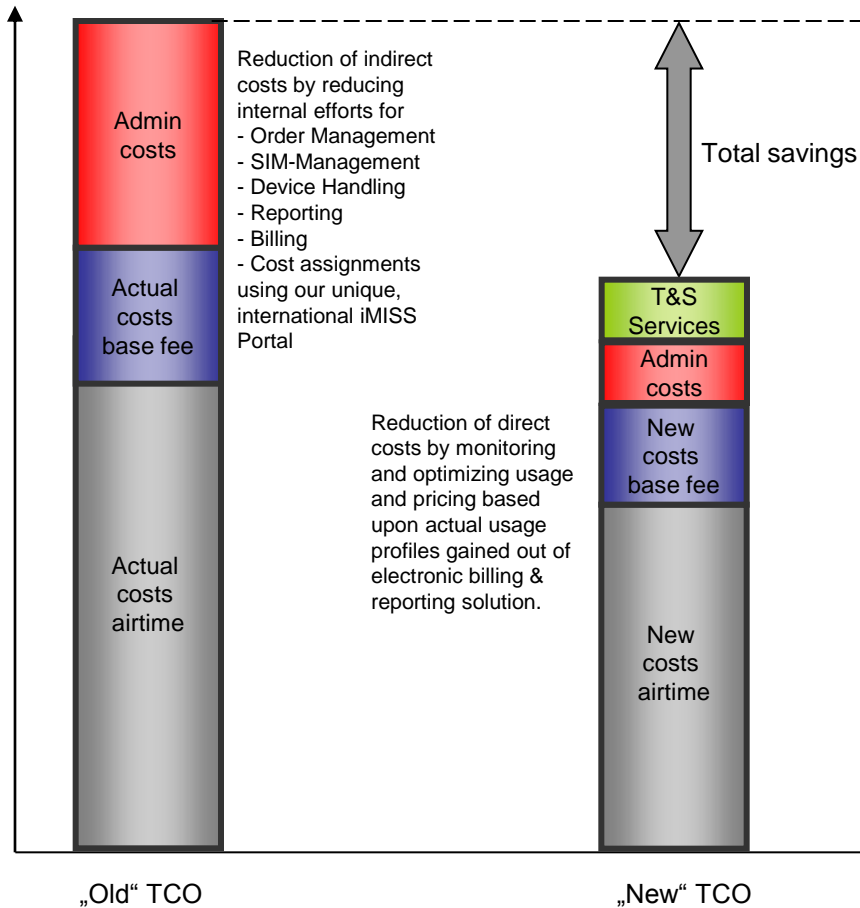
- Left Sidebar:** A vertical menu with options: 'Welcome Arne', 'Geräte', 'Blackberry 8500', 'Tarife', 'Max Flat Business', 'Prozesse', 'Neuer Vertrag', 'Nutzerdaten', 'Vertrag', 'Rechn/EVN', 'Reports', 'Charts', 'FiBu daten', and 'Hilfe/FAQ'. A 'LOGOUT' button is at the bottom.
- Main Content Area:** Titled 'Rechn/EVN', it shows a bill for '05.2009' for 'Rechnung T-Mobile - 054471690'. The bill details include:

Rufnummer	Betrag (Netto)	Betrag (Brutto)
+49-170-449-XXXX	74.78 EUR	88.99 EUR
Rechnung	Betrag (Netto)	Betrag (Brutto)
COMPLETE XL (1. GENERATION)	74.78 EUR	88.99 EUR
IHR (ANTEILIGES) BUDGET IM ABRECHNUNGSMONAT	0.00 EUR	0.00 EUR
IHR GENUTZTES BUDGET IM ABRECHNUNGSMONAT	0.00 EUR	0.00 EUR
IHR GENUTZTES VOLUMEN IM ABRECHNUNGSMONAT	0.00 EUR	0.00 EUR
Summe	74.78 EUR	88.99 EUR

 Below this is a table for 'Einzelverbindungen' with columns for 'Tarif', 'Zielrufnummer', 'Zeit', 'Dauer/ Volumen', and 'Betrag (Netto)'.
- Right Sidebar:** Features the AGCO logo (The Agriculture Company) and contact information for 'ServiceDesk', including phone numbers (+49 (0) 180 5-XXXX) and an email address.

Overall goal

- By optimizing mobile infrastructure related processes and by introducing a detailed transparency on usage and costs related, the TCO will be reduced persistently and significantly.

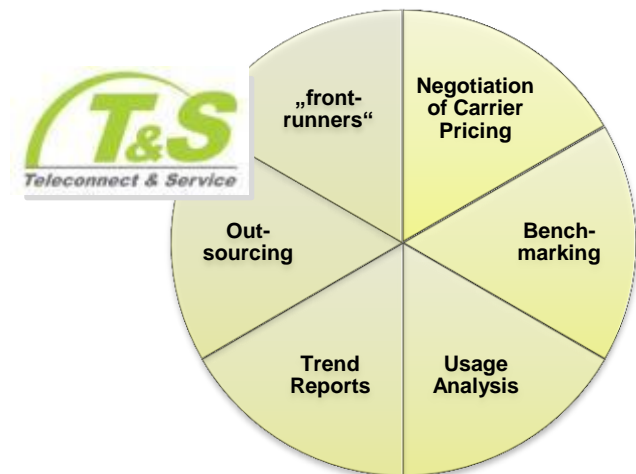
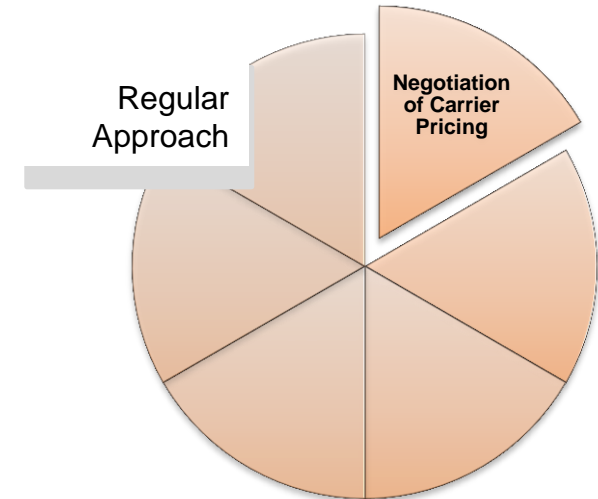


Our Approach

As an independent provider of “managed services solutions” for mobile fleets, we do not simply concentrate on cost reductions based upon negotiation of improved carrier pricing. To us, carrier pricing is only one of six major elements we influence to significantly and persistently reduce the TCO of our customer’s mobile fleet.

The main elements are:

- Negotiation of Carrier Pricing to realize best possible terms & conditions.
- Periodic benchmarking with market competitors and comparable projects to realize improved pricing during the course of the contract.
- Monthly usage analysis of each individual’s usage data and automatically order/assign the “best price” tariffs and options per user.
- Trend reports to ensure early detection of trends and/or fraud attempts and take appropriate measures.
- Outsourcing of “internal” time consuming user and admin efforts needed to manage frame contract, SIM cards, devices, tariffs, warranty, trouble shooting etc.
- Identify “front-runners” in terms of monthly costs and communicate cost-reducing measures.



Outsourcing of netbooks and smartphones saves money

30. March 2009, 6 pm

Aberdeen Group
A Harte-Hanks Company



Adobe Acrobat
Document

Definition of Maturity Class	Mean Class Performance
Best-in-Class: Top 20% of aggregate performance scorers	<ul style="list-style-type: none"> ▪ 62% faster than the typical respondent in solving mobile-related help desk queries ▪ 85% increase in mobile devices under full IT compliance over the prior two years ▪ 35% decrease in mobility support initiative cost per mobile employee over the prior two years
Industry Average: Middle 50% of aggregate performance scorers	<ul style="list-style-type: none"> ▪ 41% faster than the typical respondent in solving mobile-related help desk queries ▪ 11% increase in mobile devices under full IT compliance over the prior two years ▪ 3% increase in mobility support initiative cost per mobile employee over the prior two years
Laggard: Bottom 30% of aggregate performance scorers	<ul style="list-style-type: none"> ▪ 150% slower than the typical respondent in solving mobile-related help desk queries ▪ 7% increase in mobile devices under full IT compliance over the prior two years ▪ 18% increase in mobility support initiative cost per mobile employee over the prior two years

Source: Aberdeen Group, December 2008

<http://www.cio.de/knowledgecenter/outsourcing/874679/>

