vCom  AppDirect

# vCom Network and Mobility Lifecycle Management

## IT COSTS ARE RISING, THE OPPORTUNITY IS NOW

The demand for purpose-built software and managed services is increasing as businesses face complex needs. Customers are actively seeking expert partners to streamline their network and mobility asset lifecycle.

**88%**

of organizations rely on third-party partners to manage some or all of their IT operations

### $5T USD

Average annual spend on telecom, mobile, cloud, and IT assets

## CREATE NEW OPPORTUNITIES TO SCALE AND GROW YOUR BUSINESS

Be that expert partner—leverage a top-tier network and mobility lifecycle solution with proactive spend management and expert support to boost recurring revenue and customer loyalty.

## CUSTOMER CHALLENGES

Common challenges faced by your customers and prospects and solutions to position against them.

| CHALLENGE | SOLUTION |
|---|---|
| Manual spreadsheets and inefficient processes | Automated tracking of network infrastructure and mobility device orders, projects, and issues across vendors, assets, and locations. |
| Too many needs, vendors, and complex integrations | Expert guidance to secure the best network and mobility solutions. Services to manage the lifecycle end-to-end. |
| Disjointed systems, slow invoices, and hidden costs | A single platform for timely and accurate invoice management. Analysis tools for visibility into technology spend. |

# Grow your business with lifecycle management solutions

## SOLUTIONS OVERVIEW

| Network Lifecycle Management (NLM) | Mobile Lifecycle Management (MLM) |
|---|---|
| End-to-end management of network infrastructure — from planning and design to deployment, operation, optimization, and eventual decommissioning. | End-to-end management of mobile devices, including vendors and expenses—from procurement and activation to usage, maintenance, and responsible disposal. |

## WHAT YOUR CUSTOMER GETS

| Planning and Procurement | Expense Management | Operations Management |
|---|---|---|
| **Design**<br>✓ Infrastructure audits<br>✓ Vendor Scorecards<br>✓ RFP development<br>✓ Capacity planning<br>✓ Subject matter expertise | **Invoice management**<br>✓ Invoice repository<br>✓ Automated invoice approval workflow<br>✓ Invoice language standardization<br>✓ Variance flagging & resolution (with MLM) | **Order Management**<br>✓ Moves, Adds, Changes, Disconnects (MACD) order portal<br>✓ MACD project management |
| **Sourcing**<br>✓ Vendor agnostic advice<br>✓ Proposal & quote assistance<br>✓ Custom pricing<br>✓ Identify local vendors | **Accounting**<br>✓ Payment tracking<br>✓ Automatic expense sorting and bill-splitting for different departments<br>✓ Bundled invoices for efficient payment processing | **Asset Management**<br>✓ Centralized asset repository<br>✓ Customer managed assets<br>✓ Asset to invoice linking |
| **Contract Management**<br>✓ Contract negotiations & reviews<br>✓ Contract repository<br>✓ Group purchasing to lower costs, with one bill and SA. | **Analytics**<br>✓ 100+ reports and charts<br>✓ Community intelligence<br>✓ Usage reporting & insights<br>✓ Mobile cost optimization insights (with MLM) | **Service and Support**<br>✓ Vendor ticketing portal<br>✓ Vendor escalation & troubleshooting<br>✓ Customer managed tickets<br>✓ Network Operations Center (NOC) and traffic monitoring |

# Use vCom to understand how and where you spend
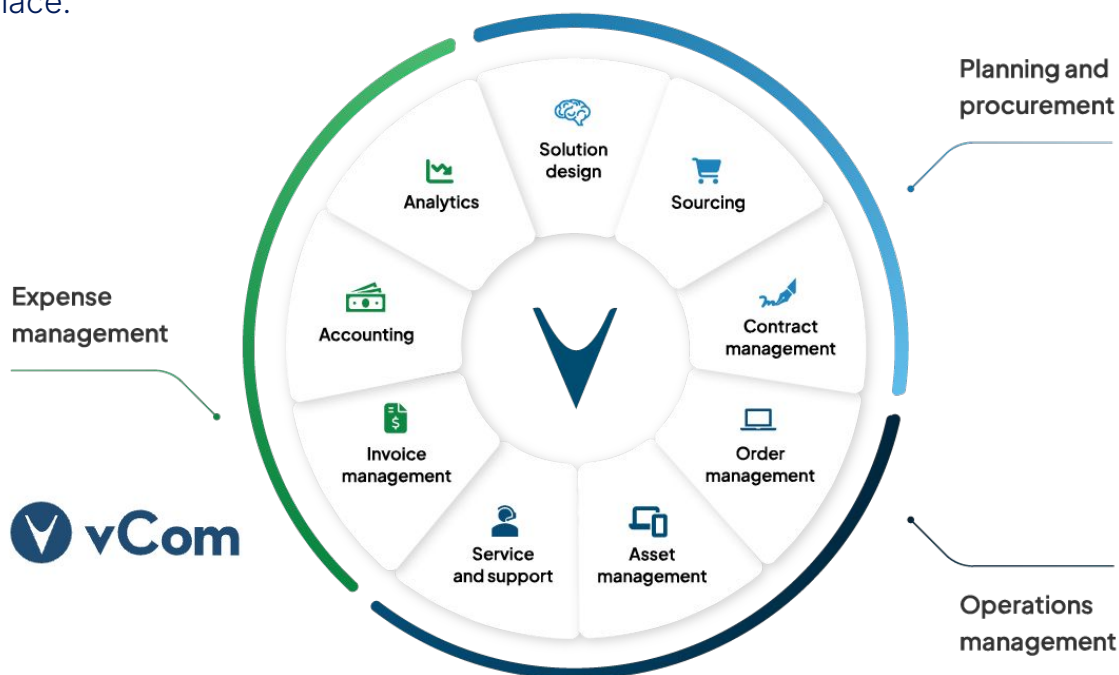
## 01 What does vCom offer?

A comprehensive spend management suite featuring managed services, specialized software, and QuantumShift, their buyers' club. vCom's vManager helps companies manage network and mobility vendors, assets, and recurring expenses all in one place.

## 02 What does vManager manage?

All nine stages of the network and mobility lifecycle from planning and procurement to operations management and expense management.



Planning and procurement

Operations management

Expense management

Solution design

Analytics

Accounting

Invoice management

Service and support

Asset management

Order management

Contract management

Sourcing

vCom

## 03 What is QuantumShift?

A buyers' club that offers aggregate buying power, or group purchasing to lower costs, for network and mobile, all on a single bill.

## 04 How does AppDirect fit in?

vManager handles the network and mobility lifecycle, QuantumShift consolidates them on an invoice, while AppDirect manages the software and hardware lifecycle and consolidation of their spend.

Contact your Channel Manager for more information about vCom's solutions—our team of experts will guide you on the best path forward

# Ask the right questions

Use these conversation starters to uncover basic customer lifecycle management needs, assess their current systems, and understand long-term objectives. Frame your questions using the tiered approach below to cater to different levels of expertise.

## 01
### NETWORK LIFECYCLE MANAGEMENT (NLM) DISCOVERY QUESTIONS

### START THE CONVERSATION

- How many sites do you currently manage?
- How many data/internet circuits are you currently managing?
- How do you currently manage your network? What tools or solutions are you using?
- What network management vendors are you currently working with?
- What do you think your biggest challenges and pain points are with your network technology management right now?
- What does your data/voice infrastructure look like?
- Are any of your network services currently under contract? If so, do you know how long you have left on those contracts?

### UNCOVER THEIR NEEDS

- What happens when you have an outage? Talk me through the process to resolution.
- Where do you think you are spending most of your time?
- What methods do you use to track the location and status of IT assets? How do you ensure it is up-to date and accurate?
- What are your goals for your technology systems and infrastructure in the next 1-3 years?
- Do you have any upcoming expansion, or acquisition plans you will need to manage in the next 6-12 months?
- How do you evaluate and select new technology solutions?
- Are there any specific pain points that you are hoping to address with new technology solutions?
- How are you capturing all your network invoices today? What tools or solutions are you already using?
- How do you handle approval, allocation, and payment of your invoice charges?
- Do you use an order approval or invoice approval workflow?
- What types of trends or reports do you need or possibly already generate today that you use to make informed business decisions?

# 02
## MOBILE LIFECYCLE MANAGEMENT (MLM) DISCOVERY QUESTIONS

### START THE CONVERSATION

- Does your company own and pay for any work phones, laptops, or other devices? If so, how many devices are you in charge of right now?
- Explain to me what your current mobile program is like.
- Who gets a phone in your organization?
- Do you have a mobile policy that you're working with right now?
- What do you think your biggest challenges and pain points are with mobile management right now?
- Do you have a dedicated mobile helpdesk team?
- How many vendors do you purchase from for mobile devices?
- Do you have a Mobile Device Management (MDM) software like Microsoft InTune?

### UNCOVER THEIR NEEDS

- How do you track your mobile devices to know who has the device and if they are deriving business value from it?
- How do you identify high data users and take action to reduce the cost of purchasing data?
- How do you order new lines and activate services for new users?
- How do you identify corporate owned lines that need to be recovered from employees who leave your company?
- Where do you think you are spending most of your time?
- Do you have any plans to upgrade or add a service in the next 7-10 days?
- Do you use the same types of devices and equipment across your organization?
- Do you have any special services or features we should be aware of, like international phone plans, a fixed internet address, or a program for managing multiple company devices?
- How do you cost allocate your mobile environment?
- Do you have order approvers?
- Do you keep track of devices or equipment that aren't being used at all?

# 03
## TELECOM EXPENSE MANAGEMENT (TEM) DISCOVERY QUESTIONS

### START THE CONVERSATION

- What do your invoice processes look like? How are you getting your invoices today?
- How many invoices a month are you processing?
- What invoice approval workflows do you incorporate before your invoices are paid?
- How do you pay IT invoices?
- Do you have a clear picture of your monthly/yearly IT spend?

**UNCOVER THEIR NEEDS**

- Tell me how you are cost-coding your invoices. How do you get cost centers assigned to everything?
- Do you have problems getting invoices paid on time? What contributes to this?
- What types of reports and analytics are important to you? How are you generating them?
- How often do you review invoices?
- How do you identify incorrect rates and/or errant charges?
- How do you identify new services added to invoices and verify that they are accurate?
- How do you use historic invoice data to budget for future IT expenditures?

After you've assessed if your customer's lifecycle management needs, your Channel Manager can connect you with a Sales Engineer to help find a solution.

**IDEAL CUSTOMERS**

✔ Midsize organizations based in the US  - typically with 500+ employees and $50+ million in revenue

✔ Those with 50+ company-owned mobile devices across one to 10 carriers and/or more than five locations

Deliver three key values to customers

Money

Information

Time

# Overcome objections

Here are some common objections and example responses that you can use to address your customers' concerns and hesitations.

**"We don't have room in the budget right now."**
Our customers typically see 20-40% cost savings by centralizing IT management, more than offsetting the investment. Would you like to see what the ROI could look like for your organization?

**"We're already managing fine with what we have."**
Even if things work now, hidden inefficiencies can cost you. Let me show you where we could enhance your current processes with a quick assessment.

**"This is my job. Bringing you in would put my role at risk."**
We're not here to replace you, but to empower you. By handling the time-consuming tasks, we free you to focus on strategic initiatives that showcase your value and expertise.

**"Our team doesn't have time to implement and manage this."**
Our team handles the heavy lifting while working alongside you to ensure a smooth transition. Can we discuss a plan that keeps your team focused on what matters?

**"We have established relationships with carriers."**
Our vendor-agnostic platform lets you keep your preferred providers while managing everything in one place. Want to see how it works?

**"I need to get approval from leadership."**
Let's build your business case together. We can provide ROI projections and join you in presenting to leadership - would that help?
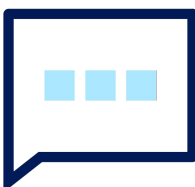
# Your solution; Your brand

## BUILD LASTING GROWTH THROUGH CUSTOMER LOYALTY

White-label vCom's vManager platform and offer your customers comprehensive network and mobility lifecycle management under your own brand.

✔ Analyze your customers' spend with your own portal view.

✔ Transform individual network and mobile deals into recurring revenue.

**BY 2032, THE GLOBAL EXPENSE MANAGEMENT SOFTWARE MARKET SIZE IS EXPECTED TO GROW TO**

**~16B**

# Top solutions to offer

## SAVE YOUR CUSTOMERS MONEY

With vCom's buyers' club, QuantumShift, customers gain additional benefits:

- ✔ One invoice, one support team

- ✔ Pre-negotiated discounts & enterprise-level pricing

- ✔ Service bill normalization and full integration with vManager

**QuantumShift** by vCom — Invoice #094722

### Invoice Summary

| | |
|---|---|
| Invoice Date | 09/12/2024 |
| Previous Balance | $9,221.87 |
| Payments | ($9,221.87) |
| Adjustments | $0.00 |
| Past Due | $0.00 |
| Current Charges | $9,551.84 |
| **Total Amount Due** | **$9,551.84** |
| **Due Date** | **10/07/2024** |

### Charge Summary by Vendor

| | |
|---|---|
| AT&T | &256.66 |
| CenturyLink | $6.47 |
| Druva | $537.20 |
| J2 | $6.25 |
| Level 3 | $657.24 |
| Microsoft | $5,690.41 |
| Verizon | $563.85 |
| **Total** | **$7,718.08** |

## OFFER ALL THE LEADING NETWORK AND MOBILITY PROVIDERS

verizon · Granite · T··Mobile· · AT&T Business

COMCAST BUSINESS · Spectrum · LUMEN® · COX BUSINESS®

## THRIVING CUSTOMERS USING VCOM

**GARDA**

"You should change your company name to Advil. You take the pain away!"

**Trimble**

"vManager platform is insane! Our eutopia is a world where every circuit is in vManager!"

**Montecito Bank & Trust®**

"Your team has helped transform our bank from legacy to modern and I owe everyone at vCom a big thank you."