

WHAT WE PROVIDE:

Breakaway Services provides a solution known as CommWatch Mobile.

CommWatch Mobile is a fully managed solution for the management and administration of wireless devices.

We provide four primary values.

1. **Command and Control:** With CommWatch Mobile you have one place to go for all mobile information, and only one place to go to update holder, allocation or other variable data. You no longer have to rely on the carrier to update their billing data because CommWatch Mobile becomes your master repository for baseline data.
2. **Savings:** Because there are over 10,000 different rate plans available from the different carriers, and each carrier provides their own electronic billing reports, organizations have found that optimizing rate plans, feature use and device turnover to be difficult, if not impossible. Using technology makes it easy to compare a users trended use over three months and make recommendations for plan changes that will have a positive financial impact.
3. **Feature Management:** By seeing how employees are using various features such as SMS, International Roaming, and Hardware Warranty we can help our clients significantly reduce costs. For example, it is not uncommon to find that there are employees running \$100 or more per month in SMS charges when unlimited plans are only \$9.99. It is also not uncommon to find that features are being paid for but under or not utilized. A great example of this are unlimited data plans. By looking at the actual data use, we can frequently reduce many unlimited plans to save money.
4. **Use Policy Management:** With information at hand you will be able to implement policies around various expenses, such as 411 calling, SMS use, international roaming, international LD etc. With reports that are easy to run and distribute, you now have the ability to set and enforce reasonable use policies for your mobile workforce.
 - a. We frequently find that employees are abusing various services, such as 411, international LD, international roaming etc. By highlighting who is using these services and what they are costing the company, we can help with the establishment of good internal policies. 411 is a great example. In one case, a client had 850 devices and was spending over \$1,600 per month in 411 charges. Several employees were calling 411 40+ times per month. By helping this client increase the visibility of such abuse they will be able to enforce better internal policy.

With CommWatch Mobile you will have all of your billing data in one place, regardless of carrier, along with easy to run reports detailing how individuals and the organization at large are using wireless services.

CommWatch Mobile provides monthly rate plan optimization requests which typically provide a 2-5X ROI on the project, on top of procedures to facilitate zero use identification within 30 days of employee turnover.

IMPLEMENTATION OPTIONS

1. **Managed Services**: The majority of our clients rely on us for monthly services. A typical engagement will include monthly rate plan analysis and change implementation, monthly reporting on feature use, waste and other abuse, Move Add and Change management for all things mobile and vendor interaction. This service provides online tools for reporting (cross carrier) and any level in the organization, employee access, personal use analysis AND tools for tracking who has the device and how it should be allocated for internal charging.
2. **Optimization Only**. For clients with 100 to 500 devices, monthly optimization and reporting makes sense. In some cases our larger clients prefer to start with an audit. Often an audit can not only return a significant savings, but can also lay the ground work for an ongoing Managed Services engagement by providing concrete evidence of the value offered. Our Optimization only offering is 100% ROI GUARANTEED! Our fee comes out of savings, so if there are none, the reports are free!

ANY company looking to save money in their telecommunications should at least look at this well structured, fair guaranteed offering!

SETUP

A typically engagement runs like this.

- Migrate all paper bills to electronic
- Consolidate accounts where possible
- Load data and setup/configure our online management tools
- Load customer hierarchy information (employee name and their manager)
- Update any holder information (who has which number and their allocation)
- Document any reporting required

LAUNCH

- Deliver first month reports
- Distribute log in ID's to administrators and managers
- First round of analysis and clean up
- Distribute employee log in ID's once setup is approved IF the employee access module is purchased

SERVICES DELIVERED

- Load billing data
- Provide online access to reporting, analysis and call level detail for three levels of users
 - The individual device holder (Employee). Employees have access to their own records only.

- A group or region management structure (typically the employees direct manager). Managers have access to assigned employees only
- Overall company wireless administrators who have access to all detail.
- Analyze and determine needed rate plan and feature changes – Review with the client
- Implement all approved changes
- Deliver customized reporting (Weekly Order History, Monthly Allocation etc.)
- Process all Move Add Change Delete orders to the appropriate fulfillment channel (reseller, carrier etc.)
- Monthly meeting with analyst to review billing data, use, rate plans and set reporting

Additionally we can provide help desk, break fix, hot sparing and other services.