

## WHY VERTEK ON-DEMAND ENGINEERING [VODE]

- Experienced Provisioning Specialists On-Demand
- Control Internal Provisioning Costs
- Simple Introduction of Complex/New Services into Existing Provisioning Systems
- Enable Focus of Selling Services and Building Customer Relationships vs Managing Back-office Systems
- Flexibility to Add or Remove Services Quickly
- Stay Ahead of the Rapidly Evolving, Competitive Communications Marketplace
- Achieve:  
SHORTER ORDER CYCLE; FEWER ENTRY ERRORS;  
LOWER COST PER ORDER

## VODE

Veritek On-Demand Engineering is a managed service solution for rapid order creation, placement and validation of services. VODE can be used as a complete turnkey solution or a transactional solution for any or all aspects of your ordering and provisioning process. By leveraging a VODE solution, your resources will focus on critical business functions, such as sales and customer service.

## GAIN

SCALABILITY | EFFICIENCY | COMPETITIVE EDGE

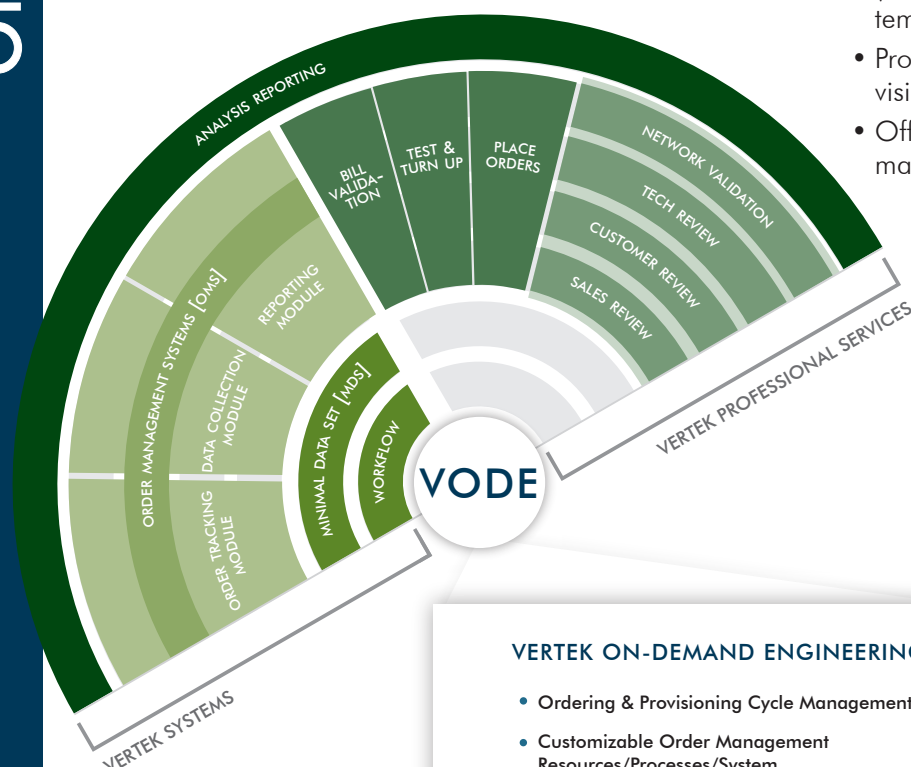
## VODE PROVIDES

- A full range of project management, complex provisioning services and process optimization
- Typical reduction in provisioning costs by 20 to 40%
- Quick end-customer turn-ups to improve satisfaction ratings and cash flow
- Removal of rework costs and inefficiencies
- Reduced order backlogs for improved revenue, collections and customer satisfaction
- Turnkey and transactional pricing models
- Advanced IP and domain service experience

## WHAT ON-DEMAND OFFERS

- Manages and supports the ordering and provisioning cycle from pre-sales to invoicing
- Gives communication providers the option of using Veritek internal resources only or to augment existing staff to account for peak periods
- Allows you to pay-as-you-grow
- Offers its state-of-the-art order management system (OMS) which is compatible with your in-house systems or can be customized to meet specific needs
- Provides a range of operational reports for high-level visibility into key metrics
- Offers pre-sales support and customer relationship management, including:

- FULLY MANAGED ORDERING, ENGINEERING AND PROVISIONING
- ORDER PROCESSING FOR NEW SERVICE INSTALLATIONS, MODIFICATIONS OR DISCONNECTS
- BUSINESS PROCESS OPTIMIZATION
- SECURE CAPTURE OF CUSTOMER, BILLING DATA/VALIDATION OF CONTRACTED SERVICES, PRICING AND BILLING
- END-CUSTOMER SOLUTION DESIGN AND CONFIGURATION
- CUSTOMIZED PACKAGING



### VERTEK ON-DEMAND ENGINEERING

- Ordering & Provisioning Cycle Management
- Customizable Order Management Resources/Processes/System
- Key Metric Reporting
- Scalable & Flexible to Meet Changing Needs