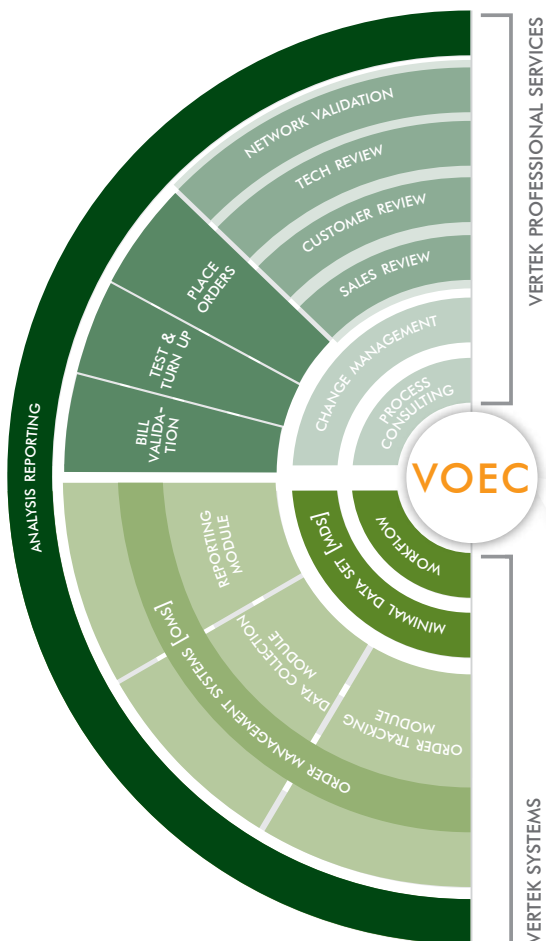


## WHY VERTEK ORDER ENGINEERING CENTER [VOEC]

- Control Internal Provisioning Costs
- Leverage Our Multiple Tier 1/Tier 2 Carrier Experience
- Delivery Model can Perform as an Augmentation of Your Group or as a Total Outsourced Group
- Simplify Introduction of Complex/New Services into Existing Provisioning Systems
- Experienced Order Provisioning Specialists
- Receive Optimization Intelligence on Processes and Systems
- Achieve:  
SHORTER ORDER CYCLE; FEWER ENTRY ERRORS; LOWER COST PER ORDER; OBJECTIVE IMPROVEMENT FEEDBACK

## VOEC

Veritek Order Engineering Center is a project-based service designed for rapid order creation, placement and validation of services. It combines highly experienced human assets and proven processes with client environment and requirements to create a center of excellence for order management. Take advantage of optional value-add capabilities that provide a deeper focus on continuous optimization that delivers greater efficiencies and realizable ROI. By leveraging a VOEC solution, you can minimize risk before a large scale deployment and maintain focus in the rest of your business.



## GAIN

SCALABILITY | EFFICIENCY | RESULTS

## VOEC PROVIDES

- A full range of project management, complex provisioning and process optimization services
- Experienced personnel trained to work on client systems
- Focused work center providing predictable results
- Removal of rework costs and inefficiencies
- Reduced order backlogs for improved revenue, collections and customer satisfaction
- Advanced IP, data and voice service experience
- Analytical process analysis for more objective decision making
- Scalability to meet client demands

## WHAT VOEC OFFERS

- Manages and supports the ordering and provisioning cycle from pre-sales to invoicing
- 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
- Custom consulting add-on capabilities to complement OEC efforts and enhance process and system efficiencies
- Provides a range of operational and management 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 ORDER ENGINEERING CENTER

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