

# ASIGNET GLOBAL TELECOM EXPENSE MANAGEMENT

## OVERVIEW

Asignet delivers a Managed Service with customized workflows for each client, as every company has nuances in the way they do business. Asignet is the only company in the TEM space that helps our clients leverage technology to build process automation to efficiently manage their IT investment. Backed by 11 Global / 9 US patents and our own Rapid Application Development, RAD tool i.e. Wayfast, Asignet is positioned to address unique client needs/requirements in a fraction of time of a traditional TEM provider.

Asignet key differentiators:

- Robotic Process Automation connecting to carrier portals
- Access to 950 carrier portals currently
- Over 1700 invoice parsers (PDF, TXT, EDI, CSV, XISX)
- WayFast - Rapid Application Development
- Technology backed company – creating a single system of record for all telecom, IT & Cloud assets (CMDB)
- Streamline existing IT & telecom business process through our workflow engine
- Eliminate operational risks by stopping uncontrolled access to provisioning & carrier services
- Normalize all IT billing data into a single solution
- Microsoft Power BI reporting engine
- Complimentary Proof of Concept

## ROBOTIC PROCESS AUTOMATION

The Asignet solution includes Robotic Process Automation (RPA) technology., The Robot is a software agent (US 9026637 B2) that runs in a dedicated machine is tasked to execute automated actions in client vendor portals, either for data collection, inventory or MACD operations created and executed through workflows. Everything the Robot does is defined in a transaction, for which it stores log information and buffer information of the execution. This information gets uploaded to Asignet’s Cloud Services after the transaction. The system maintains a record of executed operations (log) and processes the information that it gathered from the portal (buffer). Inventory reconciliation is an automated process as part of our workflow module. Should new service appear within the billing that does not have a corresponding order, an exception alert to flagged and is escalated to the account team for further investigation and possible dispute.

Our RPA solution creates efficiency by utilizing a new kind of workforce with unlimited capabilities to learn skills and to execute thousands of tasks without interruptions, errors. It also increases customer experience, reduces time, and improve quality.to fuel our powerful ITAM/TEM lifecycle management capabilities.

- Executes automated actions created through workflows
- Works with service platforms, applications, devices, web service portals
- Support SOA (Service Oriented Architecture) standards and ones that do not support SOA standards
- Track and registrars any move add or changes to all assist tracked by Asignet

- Works as our discovery tool building the extended CMDB and tracking any changes to the CMDB
- Supports HTTP/HTTPS, SSH, Telnet, AXL, SOAP, IBM390, SNMP, Web Services, Power Shell, WMI etc.

## WAYFAST

Our solution includes the capability IT/Telecom Asset & Expense Management globally. Our technology platform utilized for our solution is WayFast (<http://www.wayfast.com>) which is categorized as an APaaS (Application Platform as a Service). This is a type of cloud computing service that provides the platform allowing customers to develop, run and manage both web and mobile applications without the complexity of building and maintaining the infrastructure typically associated with developing and launching Web and Mobile applications. Our solution is based on our patented software packaged solution, including our technology engine WayFast, and our Automated Integration technology. Wayfast is a Rapid Application Development (RAD) solution designed to guarantee the full cycle of web applications development and a workflow/BPM product that enables both business users and IT / Telecom staff to maximize their respective skills. Wayfast embedded analytics allowing to create personalized reports and dashboards by department, role, and individual with the simplicity of drag-and-drop tools. Show key business metrics in real time and easily drill down for additional detail. Then share key insights internally via social feeds and across mobile devices. It's all included. Through our patented parsing technology, Asignet will automatically obtain billing information from vendor portals and process invoices in multiple languages and multiple currencies. This patented technology also builds real-time inventory and reduces common errors associated with manual data input.

## INVOICE PROCESSING

Asignet's patented global parsing technology is unmatched. Asignet will automatically obtain global billing and inventory information from vendor portals and process invoices in multiple languages without any need for manual intervention. This patented technology builds real-time inventory (both billing identifiers and circuit identifiers) and reduces common errors associated with manual data input. We have parsers built for the most used global formats. Once the template determines the file type has been created, it begins to be used in automated parsing, only needing to be updated if there's change to the file format. In charge of automating the parsing of files downloaded by the Robot is the Controller, using the file templates created with the Parsing Tool. It automatically reads the information from the files processed and inserts it into Asignet TEM tables. Usage information such as call detail or bandwidth is also inserted related to each line or circuit read from the files. The Controller also runs the background process that binds lines or circuit addresses to building addresses. Global locations are uploaded, and invoice detail is matched. The invoice parsing also takes note of lines and circuit addresses separately. Both get normalized in a geolocation process to get addresses in the same standard notation. After that, they're compared to each other, binding the ones that match and marking the ones that don't as "unallocated" to be bound later through a manual process. Manual Paper Bill Loading is greatly reduced because Asignet technology utilizes proprietary parsing capability enabling unmatched level of invoice detail globally.

- Our platform dynamically parses PDF, TXT (EDI 811 / 864) CSV, XLSX files
- Link billing identifiers (billing elements) with carrier operational inventory
- Cross reference the inventory and invoice data (loading natural tables). In the very few instances when the carrier does not offer a billing portal, Asignet has developed an e-mail orchestrator to accept PDF billing via e-mail then parse the billing details

## INVENTORY

Asignet will create, manage and ensure the accuracy of all client asset & services inventory by location. Through our patented technology platform “Remotely Managed Enterprise Resources (RMER)” This process automates the invoice processing, inventory discovery and provisioning through our patented Robotic Process Automation technology of all your worldwide assists and services Vendor for every location. Portal Automation, Discovery and Orchestration

- Executes automated actions created through workflows
- Works with service platforms, applications, devices, web service portals
- Support SOA (Service Oriented Architecture) standards and ones that do not support SOA standards
- Track and registers any move adds or changes to all assist tracked by Asignet
- Works as our discovery tool building the extended CMDB and tracking any changes to the CMDB

Supports HTTP/HTTPS, SSH, Telnet, AXL, SOAP, IBM390, SNMP, Web Services, Power Shell, WMI etc.

Through our proprietary parsing technology, Asignet then automatically obtain billing and inventory information by location from vendor portals or email orchestration than parses this information from multiple languages and currencies without any need for manual intervention. The technology will then geolocate all these global locations ensuring every location is verified and managed. This patented technology builds real-time inventory and reduces common errors associated with manual data input.

## ORDERING & PROVISIONING

The Asignet provisioning module is customized specifically to how CLIENT needs to order services, field customization, required fields and drop downs are part of the customizations in addition to notifications and/or adding internal approvers, if needed. This includes ALL IT/Telecom services and service providers.

Asignet technology enables customized automated provisioning workflows and enables the creation of customized workflow processes that will aid our managed services and HD support staff to manage provisioning and MACD activities. Our Service Catalog is a self-service portal that shows a profiled and available view of IT and Telecom/Mobility assets and services. It provides both users and administrators a clear understanding of what assets and services are available based on predefined business rules (policies) and an automated way to provisions these assets through a defined, automated approval workflow. Customized workflow processes will feed updated information to CMDB improving access to information and streamlining order desk activities. Asignet's ITAM Robot logs into all vendor web portals, or through email orchestration, and is tasked to execute required transactions (transactions for inventory, services, devices or people) created and executed through workflows.

## AUDIT & CONTRACT COMPLIANCE

Every client’s environment is unique and have contracted various discounts with vendors based on commitment levels. With that said the Asignet technology enables automatic invoice accuracy checks along with Asignet

personnel expertise to manage the dispute & resolution process. Asignet utilizes best-practice invoice management/processing workflows, including the contract compliance and vendor dispute process portal. Asignet will consult with CLIENT to determine CLIENT process & data requirements for customization. The invoice/inventory validation & dispute processes are all automated, performed as invoices are processed and tracked in the proprietary Asignet Contract Management module. Asignet's contract management module includes an integrated & automated vendor inquiry, dispute & resolution management solution. All communication and processes, including dispute detail and claims process stages are measured and managed in our solution. For audit rules that are driven by CLIENT's actual contracted discounts, these rules are updated as frequently as the contracts are updated and/or renewed. The Audit Team reviews on an on-going basis possible savings opportunity based on CLIENT billing trends, changes within the industry and new legislation that may affect current billing, taxation and/or service charge fees.

## APPROVAL WORKFLOWS

WayFast's Workflow Engine is a full background solution built to integrate user control in automation processes. It has the tool called Swim Lane built into WayFast's Development Console that helps a developer to clearly define workflow steps and logic, user notifications and needed user inputs or authorizations. Workflow forms for user interaction are also built inside the WayFast Development Console. When a Workflow gets executed, WayFast's Workflow Engine gets in charge of executing each workflow step defined in the flow, executing automated actions and coordinating user interaction. Users get notified of task advance or needed interaction via email, through the MailDispatcher. These emails connect the users to WayFast forms where the users solve what the system needs (e.g., authorize the execution of certain tasks, classify information for which the system doesn't have enough data for, etc.). Once the user interaction ends, the Workflow Engine continues with the defined flow until the whole task is finished.

## CONTRACT MANAGEMENT

Our user interface allows authorized users to manage non-recurring, monthly recurring and usage rates for voice, data and wireless services at the USOC or per minute level. Contracted rates can be entered and linked to specific billing line items. This allows the user to validate contract compliance or non-compliance real time, month over month and in any currency. The Asignet tool then creates contract workflows that will check contract rates and bump them up against committed PO dollar amounts. Our Contract management module is all user defined and formula driven this is due to Asignet's proprietary invoice parsing capability that breaks down both invoice billing identifiers and circuit service identifiers. The Asignet platform then links the invoice billing identifier with the carrier operation inventory. This ensures the inventory to the contract will contain this cross reference.

## DISPUTE MANAGEMENT

Asignet will automatically obtain billing and inventory information from vendor portals and process invoices. The invoice/inventory validation & dispute processes are all automated in the Asignet Contract Management module. Since all invoice, inventory & MACD transactional data is relational in our system, we can associate all CLIENT contract metrics, dates, rates, contract PDF and applicable SLAs, thus ensuring accurate and timely validation & resolution process. Asignet's contract management module includes an integrated & automated vendor inquiry, dispute &

resolution management solution. All communication and processes, including dispute detail and claims process stages are measured and managed in our solution. Our user interface allows authorized users to manage non-recurring, monthly recurring and usage rates for voice, data and wireless services at the USOC or per minute level.

Contracted rates can be entered and linked to specific billing line items. This allows the user to validate contract compliance or non-compliance real time, month over month and in any currency. The Asignet tool then creates contract workflows that will check contract rates and bump them up against committed PO dollar amounts. Our Contract management module is all user defined and formula driven this is due to Asignet's proprietary invoice parsing capability that breaks down both invoice billing identifiers and circuit service identifiers. The Asignet platform then links the invoice billing identifier with the carrier operation inventory. This ensures the inventory to the contract will contain this cross reference.

## REPORTING

Asignet's patented platform/technology enables unmatched ability to parse data and map/customize for all CLIENT needs and requirements. All global data in our system may be viewed and reported upon. Not only does our technology provide unlimited canned reports, but our technology enables Asignet to quickly customize all reporting needs for our clients. Asignet's solution is also integrated with Microsoft PowerBI. Power BI is a cloud-based business analytics solution that enables anyone to visualize and analyze data. It connects users to a broad range of data through easy-to-use dashboards, interactive reports, and visualizations. Asignet will provide reporting, BI, and all customized reporting to CLIENT at no charge. We will also train CLIENT on all reporting capabilities along with access to all reporting technology.