

Expense Management



At a Glance

- Monitors usage and controls expenses
- Easy-to-use and interfaces with other corporate systems
- Improves customer service
- Works for organizations of any size
- Supports business growth

Overview

Expense Management provides an integrated, scalable IT management solution for businesses of almost every size and market segment. From traditional PBX-based call accounting usage tracking to comprehensive telecom expense management (TEM), NEC's solution offers a comprehensive approach to enterprises by enabling them with the ability to manage their communications environments and associated costs.

Alone or bundled, Expense Management modules deliver telecom expense management options aimed at reducing enterprise communications costs, increasing visibility and maximizing staff resources time including invoice and bill management, payment and allocation, chargeback and allocation reporting, contract management, help desk, budget management and dispute resolution, and management options.

Solution

Monitors Usage and Controls Expenses

Expense Management offers a robust, feature-rich call accounting system which delivers complete visibility into telecom usage. In addition, its invoice management functionality validates telecom inventory, maintains records of all invoices, automates the invoice validation, approval and exception processes, and allocates charges to the appropriate cost centers. The Expense Management solution offers an integrated reporting engine which delivers baseline communications usage information to corporate decision makers in a business-ready format.

Easy-to-Use and Interfaces with Other Corporate Systems

The day-to-day operation of Expense Management is simple and intuitive, requiring no technical expertise. This fast, lightweight system and extensive set of reports allow businesses to make informed decisions for controlling enterprise usage and related telecom costs — all from a web-based portal. Easy access allows businesses to control their day-to-day tasks from one screen and do everything from tracing a call within a few seconds to monitoring corporate-wide usage information. In addition Expense Management can transfer company data to and from the PBX as well as interface with other information systems such as those used for finance, HR and ERP.

Improves Customer Service

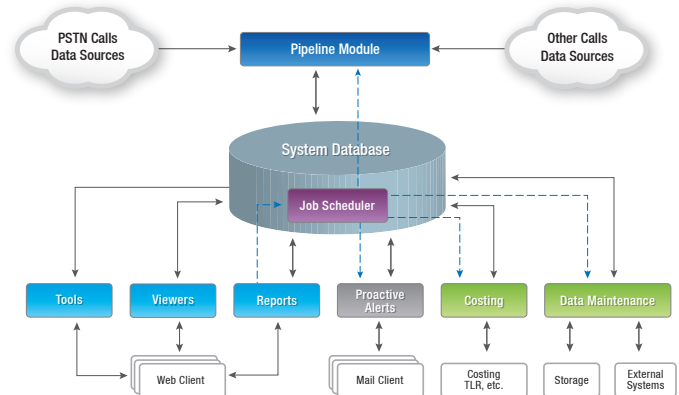
By providing the tools to manage telecom assets and associated usage and costs, Expense Management enables enterprises to improve customer service. End-user registration and organization tools are offered, and registered end-users (i.e. a business's corporate customers) can be assigned relevant services and resources. Customers are served with speed and accuracy, and customers' satisfaction with those services improves.

Works for Organizations of Any Size

Powerful, scalable and totally secure, Expense Management can handle jobs of nearly any size; it works as well for a global corporation's multiple high-traffic, heavy-volume sites as it does for a small organization with minimal traffic. It also provides multi-vendor PBX support and additional inputs including online mobile call detail records.

Supports Business Growth

The system's modular architecture supports the ongoing expansion of system functionality. Additional modules may be added based on customer request. The application is designed around a multi-tier processes, queues and services architecture, which offers the benefit of distributing loads across multiple servers and provides growth opportunities and flexibility.



Modules Available

Module	Functionality
Call Accounting:	Collects, analyzes & tracks voice/data usage from multiple sources.
Asset Management:	Provides flexible management of assets using the customizable tree structure for taxonomy and assignment; imports and exports external data using Excel/XML. Also allows tracking and billing of additional devices such as cellular phones and pagers.
Alert Notification & Fraud Detection:	Alerts administrators of inappropriate calls and disables call resources if fraud rules indicate it should do so.
Work Order Management:	Uses process generator to develop, track and coordinate work procedures and work orders as necessary while monitoring internal work processes.
Cable Management:	Documents all cable segments, pairs and connecting devices up to a full cable run to fully track and minimize issues.
Wireless Management:	Detects usage and rate overcharges by collecting usage information from an independent source such as a PBX and comparing it to usage as reported on a detailed invoice.
Private Calls Management:	Provides secure web interface to review, mark and authorize private calls.
Tie Line Reconciliation:	Enables calling reports via networked PBXs – usually in different locations.
Tenant Resale Module:	Enables users to manage service and provide billing and monitoring activities to subscribers from a central facility.
My Portal:	Provides a personalized, secure web portal for users and managers.
Invoice Management:	Manages telecom and other variable-type invoices (utility, leasing, etc.). Provides consolidated invoice repository, bill-back, convergent invoice and private calls' management, best-package simulations, policy abuse and erred charges' detection, and more. Can be installed as a stand-alone application or integrated with additional modules (e.g. call accounting, A/P, HR, inventory).

Corporate Headquarters (Japan)
NEC Corporation
www.nec.com

Oceania (Australia)
NEC Australia Pty Ltd
www.nec.com.au

North America (USA & Canada)
NEC Corporation of America
www.necam.com

Asia
NEC Corporation
www.nec.com

Europe (EMEA)
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