



GSA Schedule: GS-35F-0630V

COMIT® Product Overview

PCR's premier technology management software solution, the Communications Management Information Tool (COMIT), provides a technology foundation that allows companies to minimize their voice, data, and wireless telecommunications expenses while optimizing the management of their technology resources. Specifically, COMIT delivers the ability to manage, track, audit, and plan the diverse technology environment (**TDM IP and IT**) across the entire enterprise as it relates to Business Process Improvement and Customer Relationship Management.

COMIT's capabilities span vital technology management processes such as:

- **COMIT Database** - Core expense/chargeback information database
- **Provisioning** – Requesting support and ordering of technology services and equipment in IT and Telecom
- **Inventory** – Manages all equipment and services inventory including software Licensing
- **Service Agreements** – managing vendor performance metrics
- **Billing** – Reconciles, Consolidates & charge-backs
- **Auditing** - Audit contractual commitments, billing, service levels
- **Reporting** – provides expense data into useable management information
- **Web Center** – self service portal for access. Automates requests, approval.
- **TechView** – graphical view of all locations, buildings and assets
- **Station Administration – (optional)** perform MACD's directly from single portal to switches (TDM or VoIP)
- **Cable Management** – Voice and data

COMIT's Benefits

COMIT provides a comprehensive set of integrated management functions that span procurement to payment, and more. COMIT enables the implementation of ITIL practices. COMIT has changed the way companies plan, manage, deliver, understand and support enterprise technology services and resources, including:

- Improved bill auditing and error detection capabilities
- Increased accuracy of enterprise technology expense allocations
- Improved visibility and understanding of enterprise technology costs
- Consolidated enterprise-wide equipment and service inventory
- Optimize all inventory levels

As a result, PCR's clients realize rapid ROI, improved technology expense management capabilities, dramatic provisioning process improvements, risk management and a quantifiable bottom-line impact to their organizations.

COMIT Database: Core Expense/Chargeback information data

The COMIT database stores key information used to support the entire provisioning and expense recovery process. Information pertaining to carrier rating, departmental billing, locations, users/subscribers and available resources is cataloged in the database. The COMIT database serves as a basis for editing to insure the accuracy of the data entered throughout the system.

COMIT Database features:

- Coverage of voice/data products and rates
- Coverage of primary and secondary rates
- Multiple product rate categories chargeback
- Bill verification

Data Benefits:

- Reduced research time in the procurement cycle
- Improves accuracy of all system data
- Complete control of rate plans and chargeback procedures for TDM and IP Services

COMIT PROVISIONING

COMIT'S provisioning capabilities address the enterprise-wide requesting and ordering of technology services and equipment. Specifically, the COMIT provisioning process enables enterprises to centrally manage moves, adds, changes and disconnects (MACD) for all voice/data products and services. COMIT's provisioning capabilities are vital to establishing a closed loop, "order to chargeback" process across the entire enterprise. In fact, COMIT's provisioning capabilities allow IT managers to better understand and control comprehensive product and services "lifecycles" including:

- Request
- Estimate
- Approval
- Order
- Installation
- Acceptance
- On-going monitoring
- E911 Call Management integration

To facilitate each of these steps and ensure their effective management, COMIT's provisioning capabilities are divided into logical user-friendly components:

- **Request management** – Enables the enterprise to centrally manage requests for voice and data communication services and inventory across the entire enterprise whether using TDM or converged IP based network. Request management also includes a complete set of cost estimation, engineering considerations, and approval process features.
- **Order management** – Provides the functionality to place orders for services and equipment with carriers including creation, submission, tracking and completion.
- **Process management** – The ability to better manage the ordering of products and services built upon best-of-breed. COMIT's provisioning process management capabilities provide the tools to create, manage, and monitor effective provisioning processes for the converged network.
- **Workflow management** – Provides the capability to establish workflows for assigning, delegating and escalating requests, orders, and tasks. COMIT provisioning workflows can be selected from pre-defined, best-of-breed process models which can also be customized to meet each client's personalized business needs.

Being tightly integrated to each of COMIT's comprehensive modules, COMIT provisioning allows organizations to ideally estimate and anticipate the impact of provisioning changes, automatically capture and document provisioning of changes relative to the services and product inventory, and manage the provisioning process enterprise-wide.

COMIT Provisioning Benefits

- Online service request process
- Accurate creation of orders
- Simplifies provisioning process
- Supports customized workflow
- Integrates ordering and inventory management
- Enables tighter inventory control
- Improves process management
- Integrates with communication switches to provision service and features (Optional)

COMIT Inventory Management

COMIT combines contracted voice, data and wireless products with communications inventory (lines, trunks, circuits, toll-free 800 & advanced features, wireless and associated equipment) to create a dynamic services inventory for the entire enterprise. Product costs are assigned to provide a complete services cost reference. Inventory is organized by item location, product, contract, organizational entity and service type; providing quick reference to any level of detail. The customer can then track monthly spend and utilization activity at a line item level. The inventory link to contracted products provides for ongoing bill audit, utilization and configuration assurance processing.

Inventory Management Features:

- Single, enterprise-wide repository of inventory by contract, location, entity and individual employee.
- Tracks relevant inventory profile, products, rates and monthly activity
- Under/non-utilized inventory, products and services alerts
- Easy access to inventory associated with locations to facilitate planning and management

Inventory Management Benefits:

- Identifies underutilized products/services
- Improves enterprise telecom awareness
- Enables better MACD Management
- Normalizes disparate carrier terminologies
- Identifies corporate financial risk for IT and Telecom

COMIT Contract Management

COMIT Contract Management enables companies to effectively manage all aspects of their primary carrier/vendor agreements. Contract Management encompasses all applicable details pertaining to carrier/vendor agreements; including service descriptions, products, rates, discounts, commitment levels, contract terms, addendums, dates, carrier/vendor and internal contracts, etc. A consolidated view of contracts enables optimization of agreements, elimination of overlaps, and prevents auto-renewal of unfavorable contracts due to a lack of visibility.

Contract Management Features:

- Single, organized, enterprise wide repository of carrier/vendor agreements
- Tracks relevant terms, commitment levels, discounts, products and rates
- Inquiry functions that enable a concise view of all contracts, products or rates associated with a particular location or the entire enterprise
- Automatic tracking of actual spend versus contract commitment
- User and role based security access to functions and data
- Automatic triggering of contract expiration alerts
- Integration with the COMIT knowledgebase for market rate benchmarks

COMIT Contract Management Benefits:

- Maximizes contract renegotiation opportunities
- Eliminates carrier-favorable auto-renewal terms
- Enables optimization of existing carrier/vendor agreements
- Simplifies carrier/vendor migration/comparisons
- Identifies rate discrepancies
- Ensures alignment of bill and contract rates
- Facilitates a single enterprise-wide IT and telecom view

COMIT Bill Management

COMIT Bill Management supports all facets of invoice processing, including the receipt, loading, audit, allocation, approval, payment and tracking of carrier billing. COMIT simplifies the processing of carrier invoices by providing a standard, consolidated view of communications expenditures. By allowing user configurable tests comparing contracts, inventory, carrier bills and market intelligence, COMIT creates an exceptions-based audit system for effective identification and management of billing discrepancies.

COMIT's Bill Management module eliminates the migration of vast amounts of paper bills throughout the organization, reducing billing turnaround cycles and late fees. Responsibility center managers have immediate access to voice and data costs, which enhances the expense management capabilities of all cost center managers throughout the enterprise.

Bill Management Features:

- Standardized view of all carrier billing
- Integrates to enterprise GL and AP systems
- Multi-method, multi-level allocations/reallocations, mark-ups and charge backs to cost centers
- Multiple carrier billing capture methods (automated/electronic and manual)
- Bills tracked with audit exceptions highlighted
- Summaries with drill down functions by carrier and responsibility center
- Closed loop tracking of bill through all processing states (including complete credit & dispute management capabilities)
- Multi-level security functions

Contract Bill Management Features:

- Identifies bill/contract discrepancies for optimum savings
- Reduces labor costs of bill input and handling
- Enables accurate, timely cost allocations
- Improves accuracy of billing process
- Improves cost reporting capabilities.

COMIT Assurance Management

COMIT Assurance Management enables organizations to continuously audit contractual commitments (rates and terms), billing, service inventory accuracy, employee spend, market factors, spend and trend variances, utilization, and configuration of communications services. Designated COMIT users are notified of discrepancies based on user defined situational triggers.

Assurance Management Features:

- Closed loop alert tracking
- Multiple alert distribution methods
- Automated testing based on customer driven parameters

COMIT Assurance Management Benefits:

- Identifies billing discrepancies for optimal savings
- Enables improved understanding of IT costs
- Reduces labor costs of the bill review process
- Allows focus on managing discrepancies, not finding them
- Reduces time spent assembling service provider discrepancy filings

COMIT Reporting

COMIT Reporting provides a number of standard communications expense reports, as well as a report writer capability which enables users to develop their own customized reports. The following is a partial list of available reports:

- Exception and Variance
- Spend and Usage
- Inventory
- Allocation
- Activity Management

COMIT Reporting Benefits

- Provides “off the shelf” functionally for rapid start-up
- Enables better understanding for improved manageability
- Allow complete customization for personalized client needs

For more information, visit our web site at www.pcr.com or contact:

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