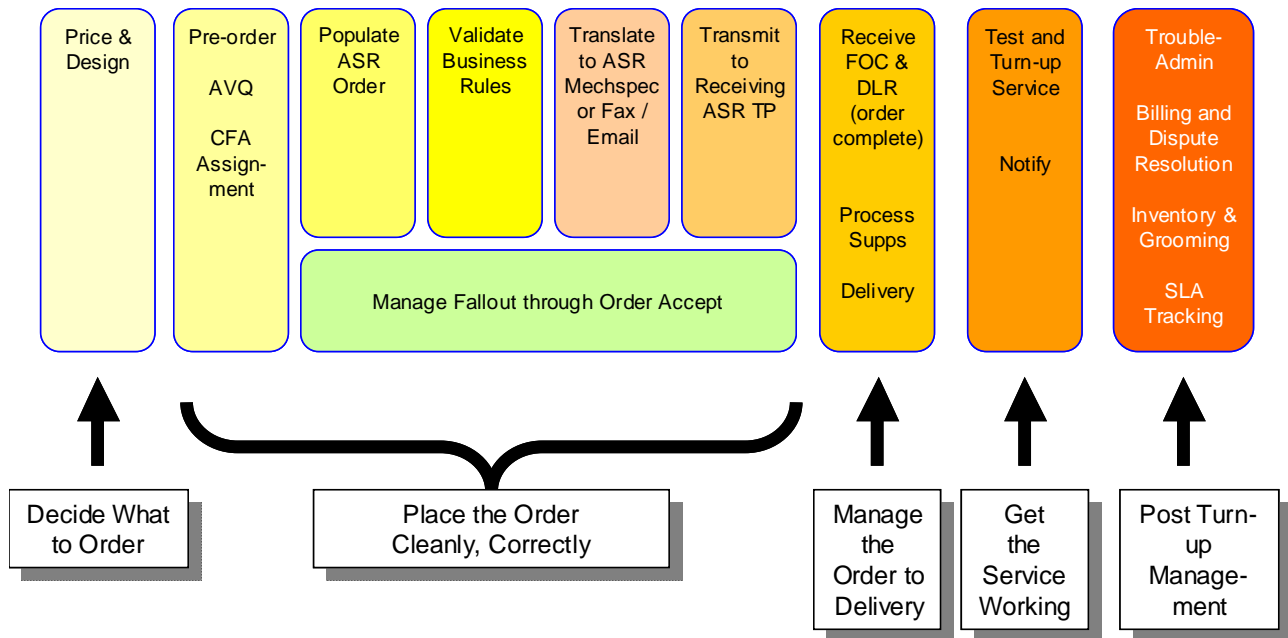


## Outsourced Provisioning Service For ASR

Wisor offers a seamless end-to-end solution for all your ASR order needs. The Wisor solution will take an order in any format, utilize proprietary, carrier-grade OSS and expert staff to work the job to circuit delivery, and hand back the completed order and delivered circuit. The Wisor process is more efficient than what you are currently using today, and can **reduce your costs by 50%**.



## Industry-Leading OSS Delivers Improved Efficiencies at Lower Cost

### Carrier-Grade Workflow Management

Designed to specifically handle telecom carrier orders. Wisor's powerful; carrier-grade platform automates the ordering and provisioning processes and has the flexibility to support even the most complex telecommunication service offerings such as service "packages," IP services, data services and local voice services. Administration, monitoring and reporting functions enable complete management of the entire procurement cycle including jeopardy condition and tracking of active service inventory.

### Industry-Leading Electronic Commerce Gateway

All orders and messages are routed into Wisor's Gateway solution, where they are automatically validated and sent to the appropriate partner in the correct format. With flow-through rates that rank among the industry's best, Wisor's gateway speeds

time-to-market for services and reduces errors and rejections that cause costly delays in service delivery. Data transfer is swift, accurate, and automatic, because it is connected to and configured for all incumbent Regional Bell Operating Companies and most Tier 1 IXC's. Even in cases where trading partners require ASRs to be faxed or e-mailed, the gateway handles everything. In fact, Wisor regularly faxes ASRs to more than 100 trading partners, eliminating the burden of those labor-intensive, error-prone manual processes, and enabling fully automated front-end order entry and record keeping.

**Wisor's OPS is Backed by Comprehensive SLAs for Service Delivery and Order Flow Through**

## Support From Expert Staff

Wisor's OPS staff specializes in telecom order management and issue resolution. OPS professionals provide fallout management needed to complete ASR orders, provide the industry knowledge needed to handle complex transactions and **are more efficient, at lower costs than your internal order processors.**

Wisor has long been known as the "Expert's Expert" when it comes to order management and interconnection. Wisor has unmatched expertise in telecom OSS and ASR Ordering. It's what we do as our "core" business. Wisor's customers have the advantage of pre-programmed business rules, interfaces and protocols maintained and continually updated by the people who test the systems of the ILECs. Wisor's software has been specifically designed for the order-processing task, offering higher automation, accuracy and flow through rates than you can find elsewhere. No matter how complex an order may be, Wisor will get it pro-

cessed right, and fast—saving you money and improving your customer's satisfaction with your service.

### Wisor Combines US & India Staff Resources to Your Advantage

Wisor's OPS customer's benefit from the ISO 9001:2000 certified software development & provisioning organization wholly owned and operated by Wisor, located in Bangalore India. Wisor India is staffed by English speaking, highly educated telecom experts, focused solely on Wisor's products and services. All customer and Trading Partner communication, as well as escalations in the event of complex orders, are handled by Wisor staff in Rochester, NY. The combination of this highly skilled workforce in India supervised by US based Wisor personnel allows the maximum amount of cost savings coupled with the highest quality of service, available around the clock.

## There's More To Outsourcing With Wisor Than Improved Productivity and Reduced Costs

### Scalability and Flexibility

Boost your competitive power with instant scalability. As you move into new service areas and attract new customers, Wisor can immediately support changes in order volume.

### Transaction-Based Pricing

Rely on Wisor's OPS for supplemental staff during busy periods, specific expertise to fill a knowledge gap, or hand-off of high touch orders. Never worry about having the staff on hand to process increasing order levels, or having too much staff sitting idle during slow periods.

### Comprehensive Reporting Features

Real-time order status and activity metrics are built in, including: alerts & jeopardy notifications, and interval tracking, keeping you constantly in touch with everything going on in your business.

## How Much Will You Save? A Case Study

### Typical Provisioning Staff Person Employed by a US Provider

Annual Base Salary:	\$55,000
Loaded Annual Salary costs:	\$68,750
Average Time Per Order:	2 hours
Maximum Annual Order Volume:	717
Cost per Order:	\$103.89

**A Carrier employing 20 staff people to handle provisioning would pay \$1,489,782 to process 14,340 orders annually.**

### Wisor OPS for ASR Pricing Example\*:

Annual Order Allotment:	15,000
Annual Fee:	\$800,000
Cost per Order:	\$53.33

**This Carrier realizes cost savings of more than \$731,782 to process more orders!**

\*Actual rates may vary based on volume and work activity.