

Alliance TeleManagement Service®

As telecommunications services have become increasingly important to businesses over the last 5 years, the complexities of managing these same services have also increased. In general, carrier response times and support services have degenerated in light of new technologies and the competitive environment.

	Small Businesses	Large Businesses
Installations	21%	6%
Repairs	17%	45%
General Office	158%	41%

Source: FCC's ARAMIS Database: results from 6 RBOCs

Alliance TeleManagement Service® is our turnkey management service and serves as the cornerstone for many of our other services. Our TeleManagement service provides the functionality and responsiveness of a centralized in-house telecommunications department at a significantly lower cost than an internally staffed department.

Through our client service center, our clients gain a single point-of-contact approach to manage services across multiple sites and carriers while ensuring integration, responsiveness, and cost control. Alliance manages all service issues, changes to existing services, installations, cancellations, and billing issues through our integrated telecommunications management process.

Simplicity – Alliance's client service center simplifies managing services by serving as your single point-of-contact for all telecommunications issues. By establishing a working relationship and communication process with all your sites, Alliance provides a highly

responsive service so your employees focus on running your business.

Responsiveness - Alliance applies a powerful escalation process (Service Net ®) to ensure all issues are quickly resolved and treated with urgency. This process provides our clients with resolution times 2-3 times faster than industry standards, and eliminates the frustration of waiting on hold for countless hours to get support.

Service Quality - Alliance schedules service quality reviews with each client to audit the accuracy of invoices, review carrier response times, and to align services with emerging needs. Through our integrated management system, Alliance maintains a detailed history of all service issues by site and by carrier to provide clients visibility into their services without having to manage the details.

Alliance TeleManagement Service provides the technical, financial, project management, and end-user support infrastructure needed to manage communications services on an on-going basis.

Through our TeleManagement service, businesses gain the combined benefit of best-in-class providers and the simplicity of a single point-of-contact. Our integrated systems and processes ensure integration, responsiveness, and cost control.

"You have been able to solve any problem that has come up, and has done so in a very short period. I am grateful that I only have to make one call and any telephone problem I have, will be fixed."

Daniel J. McMahon
Delivery and Service Coordinator
J.F. Day & Company – Memphis Site