

HORIZON ELECTRONICS TELECOM SERVICES
1 Source Telecom Solutions

Horizon Electronics 1 Source Telecom Solutions

Toll Free: 866-446-1234 Voice: 727-845-4444 Toll Free Fax: 866-849-7189 Fax: 727-849-7189
email us: 1sourcetelecom@horizonelectronics.com



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Telecom services frequently account for one of the five largest expenses of most companies, yet effectively managing these critical services is difficult, time consuming and frequently underserved. Adding to the difficulty is the growing competitive pressure on companies to focus their efforts and resources on enhancing core competencies while reducing expenses.

In response to these problems Horizon Electronics Telecom Services has used its expertise to develop a proven suite of Integrated Telecom Solutions. Each Solution is designed to reduce overall telecom expenses, improve management efficiencies and, most importantly, provide a higher level of service for the end-user, thereby improving profitability. These Solutions can be utilized individually or collectively depending on your company's specific needs.

INTEGRATED TELECOM SOLUTIONS

- ◆ Complete Telecom Help Desk Solution
- ◆ On Site Repair Solution
- ◆ Hardware, Cabling & Technical Support Solution
- ◆ Project Management Solution
- ◆ Telecommunication Invoice Management

Telecom Management will benefit from Horizon Electronics Telecom Services professional capabilities and customized services. Our focus is on efficiently solving your telecom needs quickly utilizing the most cost effective solution while adhering to your operating standards. Our ability to provide consolidated billing, accurate cost allocation, and consistent pricing provides management the ability to reduce telecom expenses and control budgeting while improving performance, end user satisfaction, and management reporting.

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Complete Telecom Help Desk Solution

This Solution is supported by a customized software application designed to respond to your organization's specific business requirements. Telecom Help Desk call requests are answered promptly by a trained telecom professional who will work with the end-user to quickly resolve the issue or immediately implement an effective solution based on your company's approved policies and procedures. Management is relieved of administrative tasks and end-users are not burdened with non-revenue producing distractions. Most importantly, the issue is resolved quickly and correctly saving your company money.

BENEFITS

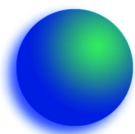
- ◆ Reduced Staffing & Administrative Costs
- ◆ Free Up MIS or PC Help Desk Staff
- ◆ Improved Productivity & Morale
- ◆ Frees up Telecom Analyst For Projects
- ◆ Single Point of Contact for Management & Users
- ◆ Automatic E-mail Notification of New Tickets
- ◆ Weekly or Monthly Management Reporting Options

Your employees are able to focus their efforts on core business functions. It is almost impossible to accurately assess the total cost of lost productivity due to employees attempting to resolve telecom issues.

Management is able to accurately monitor performance and manage expenses - "You can't manage what you can't measure".

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On Site Repair Solution

Efficiently responds to Break-Fix and Move, Add, Change requests for Key Systems, PBX, Voice Mail and infrastructure wiring on a nationwide basis. Service call requests are answered immediately by a trained telecom professional who will dispatch a qualified technician from our 1600+ business partners.

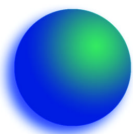
BENEFITS

- ◆ Single Point of Contact
- ◆ Immediate Response to Service Request
- ◆ Dedicated Support Staff
- ◆ Work Performed to Established Standards
- ◆ End-user Approval - Increased Satisfaction
- ◆ Expense Control - Established Pricing
- ◆ Accurate Cost Allocation
- ◆ Approved & Warranted Equipment

Improve your Mean Time To Repair (MTTR) problems and reduce your costs with one call to our trained repair specialists. Our professional support staff will assist in accurately diagnosing the problem, developing a solution, dispatching a technician, monitoring the process and verifying the resolution. Saving you time, money and more importantly, limiting the costly impact of service interruptions due to lost productivity.

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HORIZON ELECTRONICS TELECOM SERVICES 1 Source Telecom Solutions

Equipment and Cabling Installation Solution

Let the professionals at Horizon Electronics Telecom Services coordinate the installation new telecom equipment or infrastructure cabling for your locations. Our Telecom Services Group will work with your organization to develop established equipment specifications, pricing and installation standards.

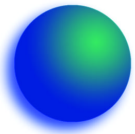
BENEFITS

- ◆ Only Approved Equipment Installed
- ◆ Installation Performed to Company Standards
- ◆ Single Point of Contact for Installation & Warranty
- ◆ National Installation Contracting From 1Source
- ◆ New and Refurbished Equipment
- ◆ Expense Control - Established Pricing

Simplify your equipment and cabling installations by utilizing the expertise of our trained staff for your equipment and cabling needs while controlling costs.

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Project Management Solution

The implementation or upgrade of a new network or infrastructure for multiple locations can quickly spiral out of control. Horizon Electronics Telecom Services possess the capabilities to support your organization's project requirements from planning to completion.

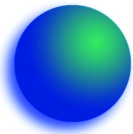
BENEFITS

- ◆ Work Planned and Performed to Company Standards
- ◆ Free Up In-House Staff
- ◆ Improved Communication
- ◆ Scheduled Management Reporting
- ◆ Dedicated Support Staff
- ◆ Expense Control - Established Pricing

Gain control of your projects by utilizing our trained staff for your project needs versus the costs reassigning your existing staff or hiring new employees. We will assist you in developing your plan, establishing benchmarks, coordinating the actual implementation and communicating performance reports to management.

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Telecommunication Invoice Management



Web-based Invoice Control

nCONTROL is a secure, web-based service that collects, consolidates, and manages technology expenses from multiple providers. It simplifies your expense management and control process and reduces cost, turning electronic billing from carriers into an advantage for your organization.

Make electronic billing work for you instead of against you!

nCONTROL collects data rich electronic billing information from multiple carriers, translates it into a common format, analyzes communications according to expectations and exceptions and reports on-demand, nCONTROL offers expense tracking and budgeting tools from a global scale down to the cost center. It charges expenses back to your initial cost centers and feeds the scrubbed data electronically into your AP system for electronic or other form of payment. This process is enhanced by the support of your own PROFITLAB nCONTROL specialist.

For more information, please visit www.ncontrol.info.



Risk-free Audits

Our nLINE "Risk-free: Performance-based Audit establishes a blueprint of a client's current line and equipment configuration and traffic patterns. Each technology invoice is entered into our proprietary web-based software and analyzed in line-item detail. The Audit serves as the foundation for determining refunds from past over-billing and tariff violations, as well as immediate and future savings opportunities. The audit consists of three analytical routines:

- ◆ **Past Billing** - A detailed review of past voice and data invoices to find billing errors, insure accurate rates and negotiate necessary credits and refunds.
- ◆ **Current Billing** - A detailed inventory of all lines, circuits and equipment by location to ensure clients aren't paying for unused services. All vendor contracts are reviewed to ensure that the client rate structures. Any exceptions are renegotiated for future savings.
- ◆ **Future Billing or Service Optimization** - A detailed analysis of current network configurations for potential consolidation, expansion or reorganization in order to increase performance and lower costs.

The detailed findings of the above routines are presented to you, our client, over the web. PROFITLAB'S Project Engineer then implement all findings, so costs and interruptions to you are minimized. PROFITLAB handles all negotiations and implementations with your local, long distance, data, wireless and equipment service providers.

For more information, please visit www.profit-lab.com or contact us at HorizonElectronics@profit-lab.com

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