

SAVE AT THE SOURCE

Enterprises have started focusing on cost saving opportunities at the source. A better procurement process with telecom services at industry benchmarked rates with optimal terms and conditions saves on future costs by up to 15-20% on annual spend. Savings made are incremental and sustain over a longer period.

While most enterprises have a great way of procuring operational essentials, telecom services are often neglected.

ProKarma's expertise and value offering is centered on providing procurement lifecycle management across seven service types:

1. Cellular
2. Local voice
3. Long Distance/Toll Free
4. Data and voice circuits
5. MPLS
6. Internet and cable
7. PBX, DID ranges and VoIP

For markets outside of the U.S. and Canada, we manage contract lifecycle management and spend analysis only.

BEYOND SOURCING

Sourcing at ProKarma is not simply picking the lowest price. It is transparency, policy compliance, vendor evaluation criteria, faster turnaround times, competitive bidding for services and materials. We also ensure that the suppliers chosen are certified, competent, and meet eligibility criteria such as PCI certifications and safety norms. They also are fully conversant with scope of work and contract terms.

Our focus is to get the scope right the first time around and to avoid subsequent change order/ amendment paper work and procedures.

ProKarma provides customers with consulting services on business continuity and disaster recovery planning including risk mitigation to set up sourcing criteria and policies.

INTRODUCTION

ProKarma has been providing end-to-end tactical telecom lifecycle management services to Fortune 1000 companies in the U.S. since 2009.

Its procurement lifecycle management services cover an entire spectrum of major areas including:

- Sourcing services
- Request management
- Rfx management
- Sourcing events
- Auctions
- Bid analysis, Supplier selection
- Category management
- Contract lifecycle management
- Contract initiation
- Contract administration
- Contract modifications
- Spend Analysis
- Data Collection and Dimension management
- Data Cleansing
- Data Classification
- Reporting and Analysis
- Recommendations and tracking
- Specialized services
- Enterprise help desk and tech support services
- Vendor sourcing and Supplier negotiations
- Invoice validation with Contract/CSR line items
- Vendor liaison and dispute management
- Industry benchmarking and Best practice consultancy

ProKarma's procurement services are offered in both a standalone model as well as packaged services.

TOOL SET

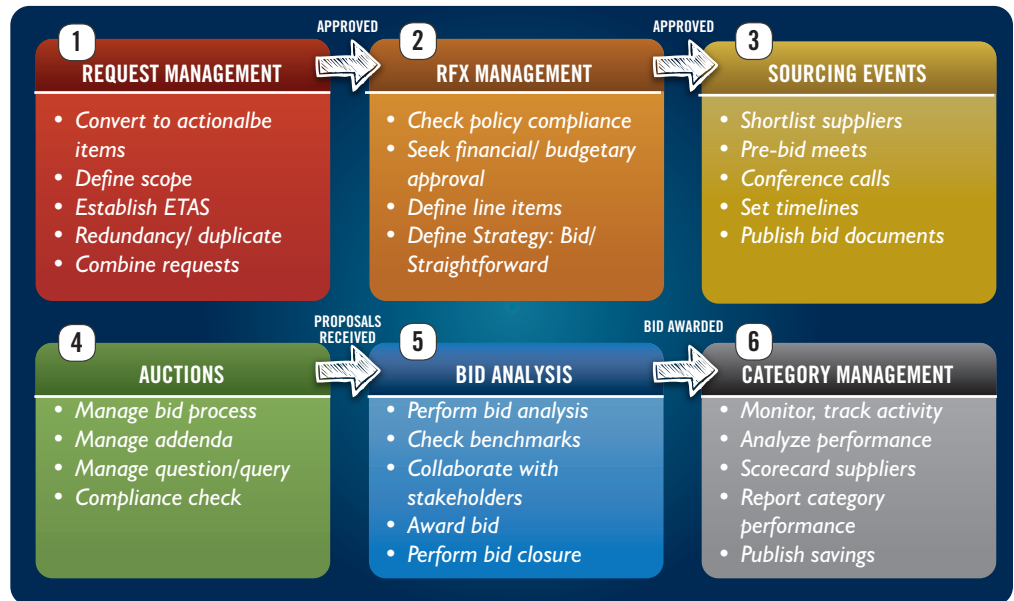
ProKarma has IT experience in designing an end-to-end contract administration system for a major Class I railroad company in the U.S.

We bring our propriety solutions as well as experience working with customer's respective homegrown or licensed systems.

1. **ProTelecom:** A ProKarma owned and hosted TEM solution used to manage projects, audit/approve current services, procurement workflows, configuration parameters and catalog management, global supplier databases, street prices, industry intelligence among others. ProTelecom also has built in tool kit/algorithms to validate invoices and call data with telecom contracts and customer service records.
2. **ProIssue Manager:** A ProKarma owned and hosted ticketing system for request management, help desk ticketing, performance tracking, KPI reports among others.

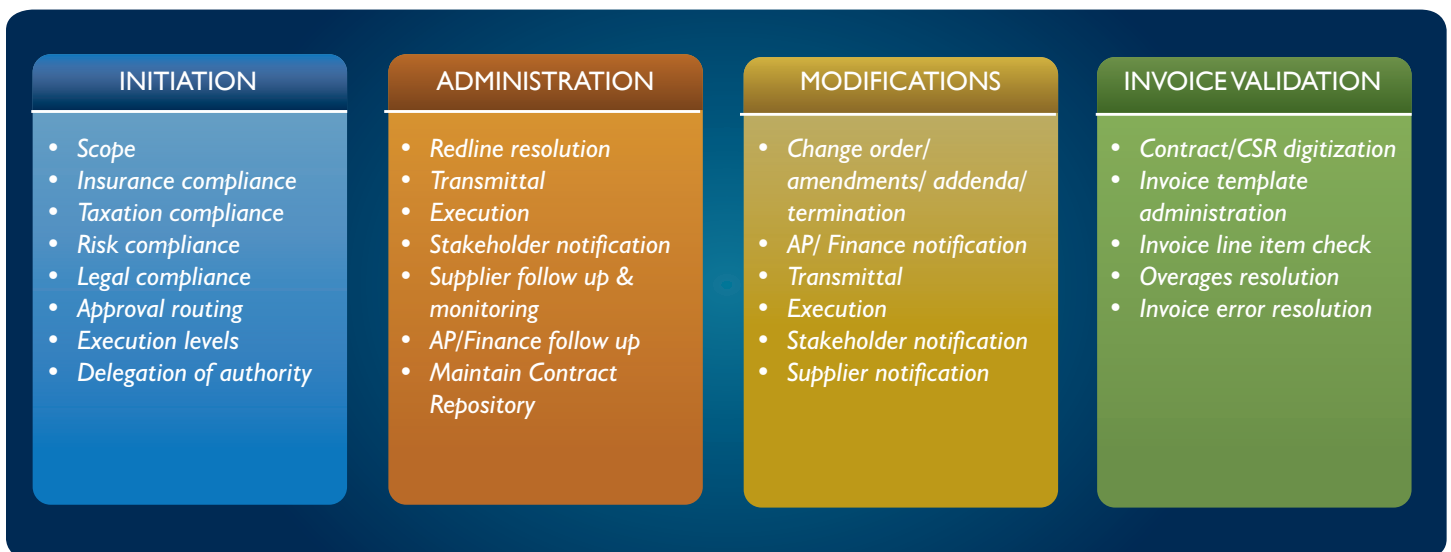
SOURCING METHODOLOGY

Sourcing procedures can vary based on what is being sourced. Each customer may have their own norms. ProKarma ensures that the customer norms are followed at all times while making recommendations for best practices. Pro-Karma's best practices would be adopted only with customer buy-in at all stakeholder levels and documented for future ready reference.



CONTRACT LIFECYCLE MANAGEMENT

ProKarma maintains a repository of contracts and carrier customer service records by phone/circuits, billing account number, service type and carrier in a chronological order. Contracts and CSRs are digitized into templates for easy validation against the invoice and call data line item records at the granularity of charge, usage, rate and time of use level.



SPEND ANALYSIS

Collect:

Spend points like descriptions, categories and values [rates, quantity, amounts] by charge groups [taxes, us-age, fixed/variable costs] are imported from the system of record maintained at ProKarma or the customer.

Relate:

Spend Analysis at ProKarma is central around customer operational and business dimensions—like Department, Category, Cost/Profit centers, square footage, number of employees, revenue dollars et cetera. ProKarma team first conducts a discovery of the enterprise business needs and works on a suitable dimension model. The dimensions can be hierarchical, relational or discrete. ProKarma's ProAdmin can import business and operational dimensions values/attributes periodically either on an "on-demand basis" or "auto schedule basis" from customer software/systems. Cost allocations of all spend either manually or electronically imported are done as per the dimensions imported.

Cleanse:

ProKarma can systematically identify and cleanse outliers from the data available by using configuration parameters to achieve a normalized distribution for analysis.

Classify:

Cost allocation of collected and staged spend points between various dimension attributes imported is accomplished. The allocation algorithms can be for a fixed or percentage basis and can be configured by authorized users.

Report and Analyze:

ProKarma's team of analysts build modeled reports to meet customer requirements and executive reporting needs. The data modeling and mapping is changed as per business domain and operational experience gained through constant customer interaction and collaboration.

SPECIALIZED SERVICES

It is estimated that help desk/support is one of the major challenges for enterprises for FY 2012 along with invoice validation and dispute management. ProKarma provides Tier I, II and III specialized help desk services for enterprise customers. These services can be centralized to work in collaboration with customer's existing workforce/help centers or as a standalone ProKarma service.

ProKarma provides a rigorous three-way invoice match philosophy in the TEM space where the invoice line items are validated against the contract line items/ customer service records and inventory line items and order status.

Validations are configurable and can be allowed on "pay-first-dispute-next" or "dispute-resolve-pay revised" based on differential tolerance limits configured at individual service line item, charge, carrier and service type levels.

Benchmarking Services:

ProKarma provides benchmarking services for Telecom services including variable and fixed costs across the enterprise:

1. Entity wide
2. Industry wide
3. Market/floor rates

Benchmarking services are operational within 6 months of engagement for best results.