

## **Managed Telecom Services**

Do you have an audit process that address billing and inventory?  
What resources do you have to monitor this effectively?

Expense Management (ASP) address:

- Inaccurate Inventory
- Rogue Purchasing
- Un-Reconciled invoices
- Poor/inaccurate financial reporting
- Wasted/underutilized bandwidth
- Contract Non-Compliance

Managed: Long Distance, Local, Wireless, Data, Conference, Cell Phone, Pager, and Blackberry

Are your IT piece seamlessly connected to your Accounting Pieces?  
Inventory and Order Management tied into Invoice and Billing, All Built on strong Cost Allocation methodology.

Today's contracts are very, very complex and cannot be handled by today's billings systems.

- Inaccurate Inventory: incapable of chargeback's correctly, inaccurate bills cannot reconcile and have difficulty creating accurate reports.
- Rouge Purchasing: decentralized procurement, Merger and Acquisitions Issues, and Consolidation issues.
- Un-Reconciled Invoices: too many invoices to keep effective track of and who is trying to back to the IT side or validate?

## **GOALS**

- Automate Processes
- More Effective sourcing and Provisioning
- Lower Costs and Increased levels of customer services

## **More Detail of Managed Telecom and Data Services**

Companies need to take the complexity out of their operational (network) and business infrastructure and out of their processes and systems, so they can respond to customer needs and competitive threats at the breakneck speed that is required.

Leveraging efficient IT systems is a critical part of companies' efforts to cut costs and get new profitable services to market quickly.

This integration of business and IT helps lower operational costs by improving company-wide efficiency and flexibility and maximizing the use of systems. It also helps increase revenue by getting new customers on board faster, and speeding new products to market.

Specifically, the integration of processes such as order handling, billing management, fault resolution, and customer problem management helps reduce the costly churn of customers that all companies face. Furthermore, the creation of a comprehensive enterprise platform creates a single view of customers, which improves customer satisfaction and allows companies to rapidly respond to customer and market demands.

Enterprise customers and consumers are asking for these services and most want them from a single vendor

### **Telecom and Data Network**

As the consolidation continues to occur the Telecom and Data networks, will be needed to be integrated as departments are being brought together.

### **Helpdesk Support**

As new systems are being brought up, end-users will have a learning curve, we can design and setup a Helpdesk to support you with the knowledge base required seeing a program launch successfully.

### **Wireless Networks**

Quantum Crossings is a Distributor and integrator of wireless technology that can be used inside or outside; we also have the knowledge base to address the security requirements of major enterprises as well as metropolitan cities.

### **Video Experience**

Quantum Crossings design and install Video networks, using wire and wireless technology. As well as in car Video for law enforcement.

### **Staffing Support**

Our I technical support team is composed of Computer Systems Engineers who hold industry standards. With these credentials, Quantum Crossings provides its clients with top-notch talent, who have a wide range of hardware and software experience.

The services under Network Operations Control, offerings are designed to provide solutions for most hardware and software issues. Quantum Crossings, approach to computer service is to provide comprehensive support, which includes repair, configuration, installation, preventative maintenance and help desk.

### **SERVICES**

- Preventative Maintenance
- Break/Fix Warranty & Non-warranty
- Desk-side Support of Hardware, Software & Peripherals
- Windows Software, & OS Upgrades
- Hardware, Software, & Peripheral Installation
- Asset Tagging & Asset Inventory
- Installations, Moves, Adds, and Changes (IMACs)
- Help Desk

### **SUPPORTED HARDWARE**

- Desktops
- Laptops
- Printers
- Other Peripherals

### **Networking**

Improve data exchange through Quantum Crossings, offerings in local and wide area network services. Our Network Systems Engineers, whose certifications range from A+ and Network + to MCSE, CCNA, CCNP, CNE and CCDA can perform diagnostic tests and network hardware and software repair and support, particularly in the Microsoft applications and Cisco environment. In addition, we can remotely monitor your system through our technical support and administration services.

### **SERVICES**

- Network Administration
- Network Implementation
- Network Hardware & Software Support
- Network Troubleshooting

### **SUPPORTED NETWORKS**

- Local Area Network
- Wide Area Network

### **SUPPORTED SOFTWARE-OPERATING SYSTEMS**

- Windows 95, 98, 2000
- Windows NT workstation
- Windows NT 4.0
- Windows Server 2000
- MS Project
- MS Office Applications
- Cisco Products
- MS/Exchange
- Telnet, FTP, NFS, SNMP, HTTP

### **Technical Staffing and Coverage**

Quantum Crossings, operations are in Chicago, we have aligned ourselves with national leaders in IT staffing services. Quantum Crossings staffing partners eliminate the arduous work and wasted time of screening and hiring individuals. No matter where your offices are located, we can tap into our partners' diverse pool of pre-qualified technicians and consultants, who have the flexibility to work well within your environment.

Each client will work with a dedicated account manager to determine the skill level and expertise needed to complete a project or support your existing environment. From start to finish, the account manager will ensure that your IT objectives are met.

#### **TECHNICAL STAFF**

- Help Desk Agent
- Help Desk Engineer
- Help Desk Manager
- Computer Systems Administrator
- Computer Systems Engineer
- Network Systems Administrator
- Network Systems Engineer
- Project Manager