

COST SAVINGS

Feedback from service provider: How to save costs with PALLADION

Support Costs Reductions

Approx 30% support cost reduction derives from:



- Ability to rapidly identify the source of fault
- 60% reduction in trouble ticket closure times
- No need for
 - reproducing reported system errors
 - travelling to the customer to investigate fault complaints
- Fewer support resources required (in general)
- Decreased need for in-depth SIP expertise (only one resource needed)

PALLADION's capabilities to derive benefit:

- Traces
- User Tracking
- Voice Quality
- User Devices
- Calls

Increased Revenues

Estimated 15% increase in service revenues derives from:



- Offering service assurance
 - as part of bundled services
 - tailored to meet customer requirements
 - as hosted management service
- Reducing partners/resellers support costs (>25% estimation)
- Identifying services 'up sell' opportunities by indentifying services usage

PALLADION's capabilities to derive benefit:

- Traces
- User Settings
- Voice Quality
- User Devices



IPTEGO GmbH
WITTENBERGPLATZ 1
10789 BERLIN
GERMANY

MARKETING CONTACT:
KATRIN BARZ
MARKETING MANAGER

FOON +49-30-2038 999 25
FAX +49-30-722 39 89 87

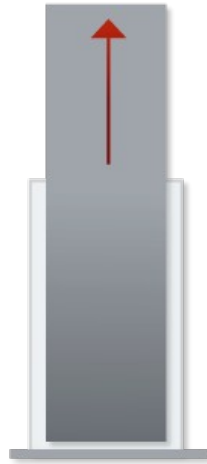
KATRIN.BARZ@IPTEGO.COM
WWW.IPTEGO.COM

IPTEGO's PRODUCT:



Customer Quality of Experience (QoE)

70% increase in end user satisfaction in relation to the quality of the delivered service experience comes from:



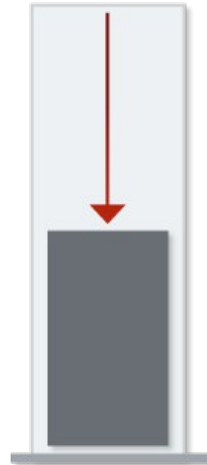
- Proactive contact with customers in the event of potential trouble alerts
- Ability to rapidly
 - Identify source of trouble
 - Solve customer problems
- Providing
 - proof of trouble source
 - SLA compliance reports

PALLADION's capabilities to derive benefit:

- Traces
- User Tracking
- Voice Quality
- Alerts
- Reporting
- Authentication

Service Revenue Protection

50% reduction in loss of service revenues derives from:



- Ability to identify fraudulent service usage
- Make abusers aware that they have been detected
- Provide proof of abusive transactions
- Block traffic from identified abusers
- Ability to prevent over billing in event of network failures

PALLADION's capabilities to derive benefit:

- Behavioral Analyses & Revenue Abuse
- User Tracking
- User Device
- Over Billing Protection (CleanBye)
- Authentication