



## MA4000 Expense Management

Manage Expenses for Growing Businesses of Any Size

### *At a Glance*

- Manages and reduces telecom expenditures
- Integrates with back office accounting systems
- Improves customer service
- Monitors performance and controls expense
- Works for organizations of any size
- Supports business growth

MA4000 Expense Management provides an integrated, scalable IT management solution for businesses of almost every size and market segment. Organizations can become more productive using its tools to effectively manage IT operations and services while controlling IT-related expenses.

### *Integrates with Back Office Accounting Systems*

MA4000 Expense Management seamlessly integrates with back office accounting systems to provide detailed reports of voice and data use. The information provided can be used in compliance reports, to properly attribute time to specific customers, and for other budgeting purposes. Invoice management integrates with accounts payable to provide payment commands and receive paid transaction numbers.

## Improves Customer Service

By providing the tools to manage IT services such as usage, routing and scheduling, MA4000 Expense Management enables enterprises to improve customer service. Customer registration and organization tools are offered, and registered customers can be assigned relevant services and resources. Customers are served with speed and accuracy, and customers' satisfaction with those services improves.

## Monitors Performance and Controls Expense

Invoice management provides an ultimately accurate inventory list, facilitates term simulations and best-package allocation, identifies policy abuse and erroneous charges, and enables accurate bill-back of organizational units and convergent invoice issuance to employees.

The policy-planning module implements and monitors real time performance and system usage based on policies and criteria defined by the organization.

## Works for Organizations of Any Size

Powerful, scalable and totally secure, MA4000 Expense Management can handle jobs of nearly any size; it works as well for a global corporation's multiple high-traffic, heavy-volume sites as it does for a small organization with minimal traffic. It also provides multi-vendor PBX support and additional inputs including online mobile call detail records.

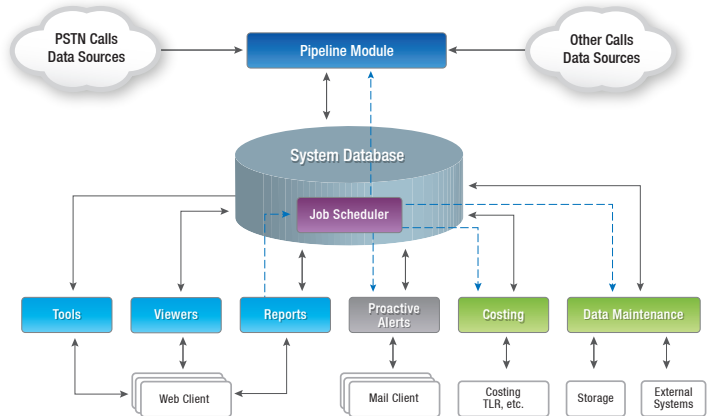
## Modules Available

Available modules include:

Module	Functionality
<b>Call Accounting:</b>	Collects, analyzes & tracks voice/data usage from multiple sources
<b>Asset Management:</b>	Provides flexible management of assets using the customizable tree structure for taxonomy and assignment; imports and exports external data using Excel/XML
<b>Alert Notification &amp; Fraud Detection:</b>	Alerts administrators of inappropriate calls and disables call resources if fraud rules indicate it should do so
<b>Helpdesk and Order Management:</b>	Uses process generator to develop, track and coordinate work procedures and work orders as necessary while monitoring internal work processes
<b>Budget Management:</b>	Uses policy-planning capability to define and control workers' budgets
<b>Cable Management:</b>	Documents all cable segments, pairs and connecting devices up to a full cable run to fully track and minimize issues
<b>Mobile/Wireless Management:</b>	Detects usage and rate overcharges by collecting usage information from an independent source such as a PBX and comparing it to usage as reported on a detailed invoice
<b>Private Calls Management:</b>	Provides secure web interface to review, mark & authorize private calls
<b>Tie Line Reconciliation:</b>	Enables calling reports via networked PBXs – usually in different locations
<b>COS Module:</b>	Manages classes of service, privileges & features assigned to each device
<b>Bill-Back Module:</b>	Enables users to manage service and provide billing and monitoring activities to subscribers from a central facility.
<b>My Portal:</b>	Provides a personalized, secure web portal for users and managers
<b>Invoice Management:</b>	Manages telecom and other variable-type invoices (utility, leasing, etc.). Provides consolidated invoice repository, bill-back, convergent invoice and private calls' management, best-package simulations, policy abuse and erred charges' detection, and more. Can be installed as a stand-alone application or integrated with additional modules (e.g. call accounting, A/P, HR, inventory)

## Supports Business Growth

The system's modular architecture supports the ongoing expansion of system functionality. Additional modules may be added based on customer request. The application is designed around a multi-tier processes, queues and services architecture, which offers the benefit of distributing loads across multiple servers and provides growth opportunities and flexibility.



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