

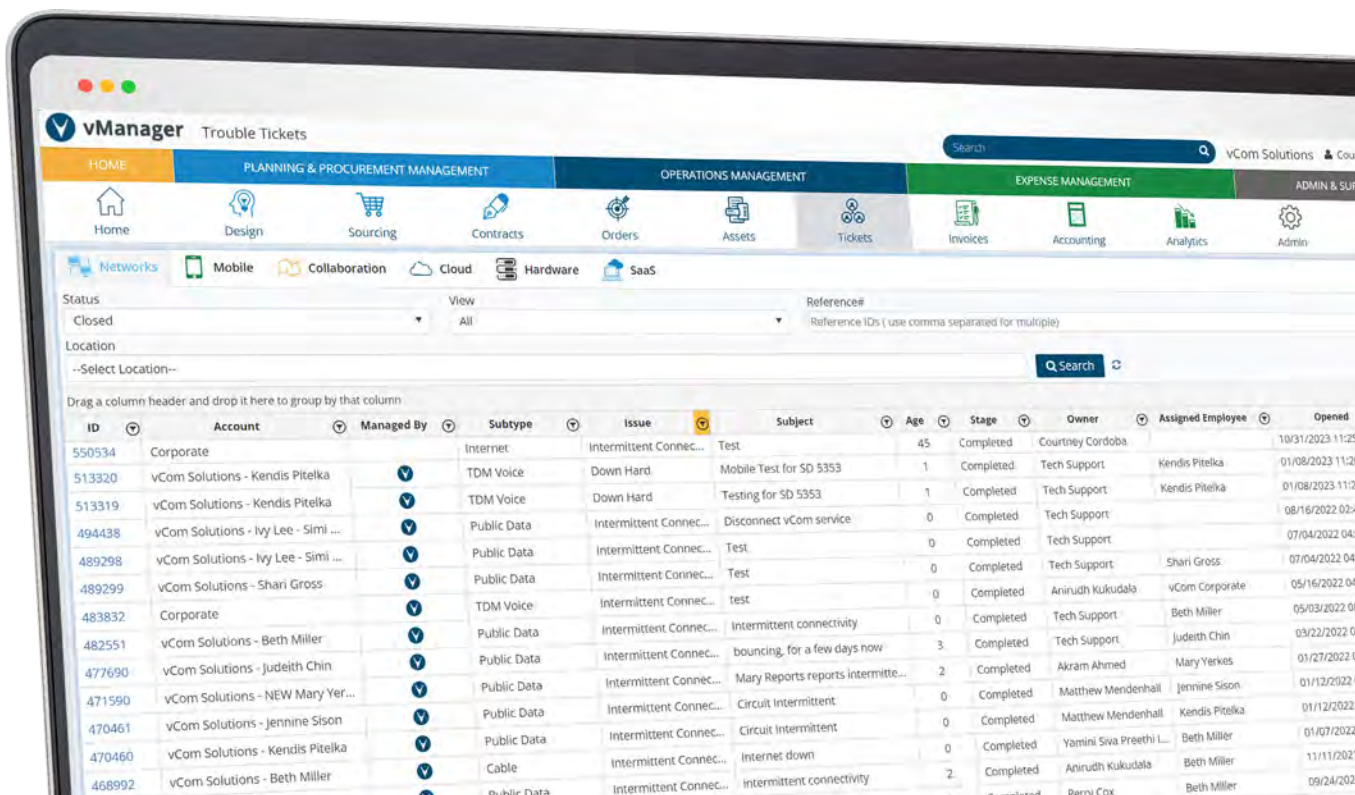
Operations Management

Accurately track and manage your IT assets, orders, projects, and tickets without worry

Effective IT operations management is crucial for keeping your IT systems reliable, secure, and efficient. However, dealing with various vendors, new technologies, and different locations can make this challenging, often leading to disruptions, inefficiencies, and lost productivity.

Say goodbye to spreadsheets. vCom offers a single, comprehensive view of your entire IT environment. This means you can track every order, project, and issue across all vendors, technologies, and locations in one place.

Experienced and on call, we act as an extension of your team delivering service and support to manage the details, questions, and problems so you don't have to.



ID	Account	Managed By	Subtype	Issue	Subject	Age	Stage	Owner	Assigned Employee	Opened
550534	Corporate		Internet	Intermittent Connec...	Test	45	Completed	Courtney Cordoba		
513320	vCom Solutions - Kendis Pitelka		TDM Voice	Down Hard	Mobile Test for SD 5353	1	Completed	Tech Support	Kendis Pitelka	01/08/2023 11:25
513319	vCom Solutions - Kendis Pitelka		TDM Voice	Down Hard	Testing for SD 5353	1	Completed	Tech Support	Kendis Pitelka	01/08/2023 11:25
494438	vCom Solutions - Ivy Lee - Simi ...		Public Data	Intermittent Connec...	Disconnect vCom service	0	Completed	Tech Support		08/16/2022 02:02
489298	vCom Solutions - Ivy Lee - Simi ...		Public Data	Intermittent Connec...	Test	0	Completed	Tech Support		07/04/2022 04:04
489299	vCom Solutions - Shari Gross		Public Data	Intermittent Connec...	Test	0	Completed	Tech Support	Shari Gross	07/04/2022 04:04
483832	Corporate		TDM Voice	Intermittent Connec...	test	0	Completed	Anirudh Kukudala	vCom Corporate	05/16/2022 04:04
482551	vCom Solutions - Beth Miller		Public Data	Intermittent Connec...	Intermittent connectivity	0	Completed	Tech Support	Beth Miller	05/03/2022 01:01
477690	vCom Solutions - Judeith Chin		Public Data	Intermittent Connec...	bouncing, for a few days now	3	Completed	Tech Support	Judeith Chin	03/22/2022 04:04
471590	vCom Solutions - NEW Mary Yer...		Public Data	Intermittent Connec...	Mary Reports reports intermitte...	2	Completed	Tech Support	Mary Yerkes	01/27/2022 04:04
470461	vCom Solutions - Jennine Sison		Public Data	Intermittent Connec...	Circuit Intermittent	0	Completed	Akram Ahmed	Jennine Sison	01/12/2022 04:04
470460	vCom Solutions - Kendis Pitelka		Public Data	Intermittent Connec...	Intermittent connectivity	0	Completed	Matthew Mendenhall	Kendis Pitelka	01/12/2022 04:04
468992	vCom Solutions - Beth Miller		Cable	Intermittent Connec...	Internet down	0	Completed	Yamini Siva Preethi L...	Beth Miller	01/07/2022 04:04
			Public Data	Intermittent Connec...	Intermittent connectivity	2	Completed	Anirudh Kukudala	Beth Miller	11/11/2021 04:04
								Benny Cox	Beth Miller	09/24/2021 04:04

FEATURES

ORDER MANAGEMENT

- Moves, Adds, Changes, Disconnects (MACD) Order Portal
- MACD Project Management
- Order Reporting

ASSET MANAGEMENT

- All-in-One Asset Database
- Customer Managed Assets
- Asset to Invoice Linking (Mobile Only)

SERVICE AND SUPPORT

- Vendor Ticketing Portal
- Vendor Escalation, Troubleshooting, and Resolution
- Customer Managed Tickets
- Proactive Network Operations Center Monitoring (Network Only)
- Traffic Monitoring (Network Only)

BENEFITS

✓ End-to-End Continuity

Maintain seamless and uninterrupted IT services and operations from the beginning to the end of the lifecycle with integrated and coordinated management.

✓ Personnel Relief

Alleviate the burden on your staff with a dedicated team to help you do it all, including project management, ticket resolution, troubleshooting, and escalation.

✓ Increased Efficiency

Streamline workflows and eliminate the need to switch between multiple systems, saving time, reducing manual errors, and improving overall operational efficiency.

✓ Greater Visibility

See and manage all your orders, assets and tickets in one place so you can track utilization, identify areas for improvement and optimize IT operations.



Customer Success Story

Goodwill of Central and Southern Indiana saved time and reduced service disruptions by partnering with vCom to simplify telecom management.

Goodwill of Central and Southern Indiana, with a lean team of six, grappled with the intricacies of managing over 20 telecom providers across 120 locations following a merger. This complex network, lacking consistent communication channels and comprehensive documentation, posed formidable challenges, particularly in migrating carriers, gaining visibility into their inventory, and efficiently managing service disruptions.

With vCom's help, Goodwill facilitated seamless carrier migrations, consolidating where needed. New installations and disconnects happened without a hitch with the support of vCom's order management team. Goodwill Indy also centralized inventory management by harnessing vCom's vManager platform for streamlined asset tracking and reporting across all locations, allowing them to have full visibility into their network infrastructure. Additionally, instead of Goodwill having to spend countless hours chasing down carrier support, vCom's NOC ensures all tickets are resolved in a timely manner, significantly reducing service disruptions and downtime. If a circuit were to go down, vCom would immediately start a ticket and work with the carrier to bring the circuit back up, freeing up Goodwill to work on other needs. By partnering with vCom, the IT team at Goodwill was able to provide value to their organization by ensuring business continuity and liberating valuable time for them to focus on strategic initiatives.



GOODWILL FOUNDATION OF
CENTRAL & SOUTHERN INDIANA

"Our support headaches went away because vCom takes care of it and chases our tickets. And it's easy to make decisions with that. Plus, we know that we're going to get the best prices that we can get."

- BILL CLARK, VP OF INFORMATION SYSTEMS, GOODWILL