360° of Service

WITS 3 Customers – @once Solutions by Verizon Business

An integrated, network based, telecommunication support tool to use anytime and anywhere

Verizon Business offers solutions that help support your federal agency and enable you to oversee mission-critical telecommunications products and services. While providing a seamless process from ordering through billing, the @once solutions for WITS 3 customers integrate a fully-automated ordering, ISDN and analog telephone ordering, provisioning and inventory system with a comprehensive billing system designed specifically for the way federal agencies work. Verizon's @once WITS 3 solutions deliver greater efficiency and flexibility to your agency. Our integrated solutions combine Verizon Service@once^{SM} with Bill@once^{SM}, a state-of-the-art consolidated billing offering.

The breakthrough solution for federal agencies just got better

For 20 years, Verizon Business has provided the federal government with cutting edge e-commerce telecommunication management solutions. Many of the capabilities provided by Verizon Business now have become requirements in many government RFPs. Verizon Business took the capabilities to which federal agencies have become accustomed under WITS2001 and added a new "Personalized Portal" as a front-end to the solution. This portal is a single point of access to view data, initiate reports, develop price quotes, and access both the Service@once and Bill@once Invoice Viewer.

The new portal provides WITS 3 users with a "personalized" view of their most recent orders, trouble reports, price quotes, and generated reports. Users also will be able to customize the view of the data for each of the respective areas. Now, much of the Service@once data previously retrieved by reports is readily available and easier to retrieve.

Service@once: The power to manage telecommunications services from a single access point

Verizon Business' Service@once solution integrates the major functions and processes in telecommunications operations into a direct point of control for federal telecommunications managers. It offers agencies control over telecommunications management without the need for direct interface with a telco business office. WITS 3 users benefit from a centralized, commercially available service, priced per line or circuit, instead of having to rely upon costly customer-owned and -maintained systems. Service@once automatically assigns due dates, telephone numbers, circuit-IDs and cable and switching facilities, in addition to work distribution.

By re-engineering many of the labor intensive systems and processes, Service@once is not only one of the most advanced systems available, it is also cost effective.

Virtual office, virtual business hours

Service@once allows WITS 3 customers to place orders or check trouble status from the office, or any

Learn more about our Integrated Telemanagement Solutions
Our integrated solutions can make significant contributions to improving your agency's telecommunications management. Visit us at www.verizonbusiness.com/wits3 or call your Verizon Business Account Manager at 877-223-3337.

Service @ once

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other location, at any time of the day or night. The added flexibility and system automation act together to help you control administrative costs and make Service@once very budget-friendly.

Service@once capabilities

Easy to use, yet secure
Service@once is a Windows/e-based system utilizing buttons, tabs and pull-down menus to help the user achieve quick proficiency in navigating through the system. There is also an integrated, online, help system. Protection of your data is of vital importance, and strict security safeguards have been included to help achieve this protection. Levels of user access govern what data may be viewed and which functions may be performed.

Order, manage, and fully provision:
- Analog and ISDN (Custom or National) Centrex services for both Lucent 5ESS and Nortel DMS100
- Group features
- Analog to ISDN conversion
- Change configuration and move existing lines

Order and inventory:
- Data Services - T1, ATM, Frame Relay, TLS, SONET, and other contract services
- Customer Premises Equipment (CPE) - Telephone sets, routers, bridges

Trouble reporting:
- Voice services
- Data services
- CPE

Access to real-time management information
Through the use of standard reports and query/find screens, Service@once provides telecom managers real-time access to management data critical for budgeting, network planning, trend analysis and day-to-day service management.

Available records include:
- Service orders
- Maintenance and repair
- Line/circuit configuration
- CPE
- Facilities inventory
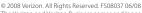
Bill@once: The Verizon consolidated invoice

As part of our integrated telemanagement solutions, Bill@once provides a comprehensive bill itemizing WITS 3 telecommunications charges, including the consolidation of telecommunications services from multiple vendors. Federal telecommunications managers responsible for multiple departments and agencies can control the staffing expenses associated with validating and preparing end-user bills.

Bill@once capabilities
- Consolidated Billing System - A single, consolidated telecommunications bill.
- Advanced Feature Flexibility - Adaptable to billing requirements of specific contract requirements; supports summary billing, multiple accounts, ad hoc reporting and account hierarchies; accepts various payment types; allows customers to choose invoice media, including paper, CD-ROM and/or magnetic tape; is Internet-accessible.
- Comprehensive Billing Services - Optional billing service for internal agency customers (i.e., end users).
- Detailed Information - Invoices with sufficient information on actual usage and other charges, credits and debits to permit billing reconciliation; supports customer verification of billing from Service@once records.

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