



PMTelco is an Avaya Services Only Business Partner. We have worked in the telecommunications marketplace since 2001, implementing the best possible solutions for our clients.

Our more than 200 experienced telecommunications professionals support our clients across North America and Canada. Our functional support includes project managers, software specialists, customer relationship managers, technicians, pricing specialists, and training instructors. We work closely with Avaya Direct Sales and Avaya Business Partners, building mutually beneficial relationships and increasing the value you can bring to your clients.

PMTelco WILL:

- Partner with you to provide access to highly experienced telecommunications resources.
- Provide you with a choice of variable offers that you can customize to meet your business needs.
- Enhance your “pre-sales” capabilities by providing you an offer that is national in scope.
- Maximize your value proposition through our North American and Canadian support capabilities.
- Provide on-site or remote resources for new system implementations in either a turnkey method or “a la carte” to supplement your team.
- Provide consistent system administration and user training on Avaya products and applications nationally.
- Allow you to significantly reduce your fixed expense associated with technical payroll, incurring expenses only after you are assured of capturing revenue.

WHY PMTELCO?

- Enhanced client relationships
- Existing relationships with Avaya Direct client executives
- Deep industry knowledge
- Experts who average 25 years' telecommunications experience
- Variable cost (no charge to the client until you begin to use us)
- Full access to Avaya resources, tools, and processes
- Flexibility to support your business branded as PMTelco or as part of your team

A TIGHT RELATIONSHIP

- We are an Avaya Services Only Partner, we do not compete with you for your client's business.
- Our sole objective is to grow your revenue and ensure the success of each engagement.
- We become members of your team.

Our goal is to become an extension of your team, allowing you to focus time, resource, and investments in areas that will grow your business and enhance your reputation. You can make your expense variable while expanding revenues—a "win/win" for you and your clients.



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Selected Client List

CIVIL AGENCIES

- Customs and Border Protection
- Department of Agriculture
- Department of Homeland Security
- Department of Interior
- Department of Veterans' Affairs
- Department of Justice
- Department of Energy
- Department of Transportation

DEFENSE AGENCIES

- Office of the Secretary of Defense
- U.S. Army
- U.S. Air Force
- U.S. Navy
- U.S. Marine Corps
- Headquarters Department of the Army (HQDA CIO/G-6)
- Assistant Secretary of the Army Acquisition Logistics and Technology (ASAALT)
- Army Materiel Command (AMC)
- Communications and Electronics Command Life Cycle Management Command (CECOM LCMC)
- Army Depot Network
- Air Force Materiel Command
- Defense Logistics Agency

COMMERCIAL

- AOL
- American Red Cross
- AT&T
- Avaya
- AXA Financial
- DaimlerChrysler
- Delphi
- EDS
- Ford Motor Company
- General Motors
- Hewlett-Packard
- Lockheed Martin
- Lucent Technologies
- Merrill Lynch
- PricewaterhouseCoopers
- Public Service Electric & Gas
- Verizon

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Business: Telecommunications company

Challenge: The company had several business issues. Its internal resources that provided provisioning support were performing below industry analog in terms of productivity, expense versus revenue (E/R), and the ability to meet peaks and valleys associated with work loads (75 percent of annual volume in 4 months). In addition, its internal budgets were shrinking by 25 percent each in the midst of a very volatile sales, service, and economic environment.

Solution: The client recognized that its provisioning associates' major client relationships and expertise were critical to its success. PMTelco worked to develop a plan for optimizing business processes that reduced the cost of provisioning associates by approximately 25 percent while maintaining the current level of resources and client satisfaction. Costs were initially reduced by \$40 million annually—more than \$120 million dollars have been saved since the adoption of this plan.

Result: The E/R was significantly improved and now meets industry analog. Managing fluctuation in business volumes has become much easier, allowing faster revenue realization while providing a higher level of client support. The end user satisfaction as measured by the client meets or exceeds benchmarks established before the adoption of the plan.

Business: A technical support function performed in-house for a telecommunications company

Challenge: The company was unable to recover its costs to perform this function from clients or internal users, so it was a pure cost center. The work volume fluctuated by more than 300 percent based on the month or time of year, which made providing responsive coverage for this function extremely difficult. This led to very low client satisfaction and many complaints.

Solution: PMTelco worked with the company client to develop a solution that provided it with a variable resource pool to use during peak work load times. This reduced its direct cost by 35 percent while increasing productivity by more than 30 percent.

Result: This solution reduced the cost associated with supporting the technical support function by 48 percent or more than \$1.5 million annually. Not only were customer complaints eliminated, but the group responsible for the technical support function has been cited as providing exemplary support.



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