

Save
Outsource
Profit
Optimize

ManagedSolutionsSM

The New Standard in Telecommunications

Build Your Bottom Line and Enhance Your
Capabilities with Grudi Associates' Powerful
Approach to Optimizing Your Telecommunications.

GRUDI
ASSOCIATES

Innovative Solutions
Simplified Telecommunications

A Great Solution

ManagedSolutionsSM

The New Standard in Telecommunications

Today, getting the most value for your investment is the bottom line in business. Managed SolutionsSM is a powerful tool that enables you to reduce telecommunications costs, enhance capabilities and increase the quality of your services. It also lets you outsource your invoice management and telecom headaches to our team of seasoned professionals. If you want to get more for your money and optimize your telecommunications, Grudi Associates is ready to deliver—today and into the future. That's the value of Managed Solutions.



How it Works

The Grudi Advantage

Your Telecom Partner

When you choose Grudi Associates, you get a dedicated, long-term telecom partner. We're committed to optimizing your telecommunications from our first contact through delivery, implementation and ongoing support. To us, customer care is much more than making the sale. It means making recommendations and providing services with the greatest long-term benefit to your organization. That's the difference between a supplier and a partner.

A Single Source for All Your Telecommunications Needs

We offer a complete range of telecommunications services, from local, long distance and cellular to data, high-speed internet and complete telecom solutions. We've formed partnerships with leading national and regional providers, so we can connect you with the right services and companies for your specific needs, all from one expert source . . . Grudi Associates.

Seasoned Telecom Professionals

Our award-winning professionals have the knowledge and experience to develop and deliver the right solutions for you. We stay on top of industry trends, opportunities and pitfalls so we can help you gain the maximum benefit for your organization. Grudi Associates' people are driven to provide the highest level of customer care in the business, before, during and after the sale. Our industry recognition and customer testimonials reflect this commitment.

Proven Success

For well over a decade, we have been providing innovative, high-value telecommunications solutions to a wide array of customers. A long track record of proven success means a lot in an industry where companies and reps come and go in just a few years, or even months. We'll be here for you for the long haul.

How Managed Solutions Works

A Comprehensive Telecom Tool

Managed Solutions is a comprehensive program of telecommunications services that we customize to fit your specific needs, preferences and resources. It can address a broad range of issues from initial assessment and planning through invoice management and ongoing service optimization. We can assist you with telecom design, carrier selection, negotiation, procurement, service implementation, training, long-term support and much more. Regardless of your needs, Managed Solutions can help you optimize your telecommunications.

The Benefits of Managed Solutions

Managed Solutions offers a spectrum of benefits to organizations that want to more effectively plan, acquire, integrate and manage their telecommunications. Some utilize our full range of services, from initial consulting and telecom design through implementation and invoice management. Typically, these Managed Solutions customer save 25% or more off their total telecommunications expenses. Others choose specific services that supplement their in-house capabilities and resources. These customers also enjoy significant savings. In addition to the increased cost-effectiveness it delivers, Managed Solutions improves telecom capabilities and quality, reduces management hassles and stress, maintains the most current and appropriate services for your specific situation, and gives you the confidence to know you have the right telecom package for your business.

Components of Success

Managed Solutions is comprised of two main components:

- **Service Optimization**
- **Outsourced Invoice Management**

Each addresses an important group of client needs and offers exceptional benefits. Selecting services from one or both components will provide excellent results. The best value and maximum benefit is realized when Managed Solutions' entire range of interlinked services is utilized.

"Research shows that telecom spending is now the third largest expense for most companies. It also reveals that 14% of these costs are erroneously billed. This provides a great opportunity to make a significant and immediate impact on the bottom line."

Jen



"For most companies, wireless is the fastest-growing telecom segment. Expanding use of Blackberrys, Treos and other wireless technology provides enormous benefits, but it can also overwhelm IT staffs and budgets that are already stretched to the limit."

Pete



Improve Efficiency

Get Optimized

Service Optimization

Selecting the best telecom services for your organization is a major challenge, and it's getting more difficult all the time. As telecommunications has become more advanced it has also grown in complexity. Staying current with all the new capabilities, options and offers can be an overwhelming task, even for the most telecom-savvy managers.

With Grudi Associates' Managed Solutions, you don't have to be a telecommunications expert. Our telecom specialists can ensure that you receive the optimal services, the best prices, and the most value through our service optimization program.

Needs Assessment

Our telecom specialists will perform a comprehensive or targeted assessment of your cellular, voice and data services, as well as your overall telecommunications program. We will determine if it can be improved and show how you can get the best performance and value for your investment.

Service Development

Focusing on your specific needs, preferences and resources, we will develop a service plan that helps achieve your business goals. Existing systems, future needs, rate of growth, usage characteristics, market area, and many other factors will be considered.

Service Options

As an independent telecom firm, we can select the best options and providers for your unique needs. We will present our recommended program of services and equipment with alternatives and decision-making guidance.

Package Negotiation

Our telecom professionals have the experience, savvy and resolve to negotiate the best agreements with leading providers. We will ensure that you get the capabilities, features and coverage you need and the cost-effective value you deserve.

Implementation Coordination

Ensuring smooth integration of new telecom equipment and services takes know-how and persistence—especially with complex voice and data systems. After you have signed agreements, we will stay on the job to make sure your orders are prepared, delivered, set up and implemented properly.

Staff Training

One key to effective implementation of new telecommunications services and equipment is training. We provide clear, in-depth instruction to each member of your team, at your site or ours. After training is complete, our highly-knowledgeable customer care staff is on call to answer questions and provide additional assistance.

Ongoing Support

After successful implementation and training, our staff will continue to answer questions, address challenges and seek ways to get the most out of your telecommunications. We're with you every step of the way.

Update Recommendations

Telecommunications is a dynamic part of your business. Today's cutting-edge systems may not deliver all the capabilities or efficiencies you need down the road. We stay on top of new opportunities and help you decide when and if updating your services makes good business sense.

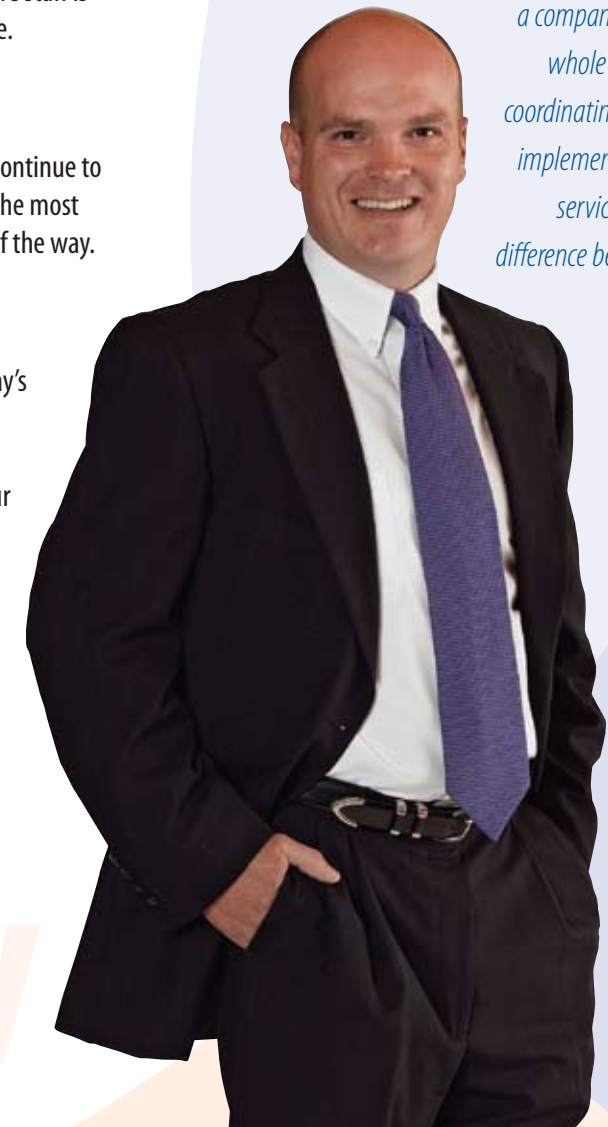
"Effective evaluation, selection and negotiation of telecom services are tremendously important to a company, but that's not the whole story. Tracking and coordinating the delivery and implementation of telecom services can make the difference between success and disaster."

Jillian

"Today's average mid-market company receives over 3,000 telecom bills per year. For Fortune 500 corporations it's over 15,000. The processing cost per invoice is \$9-\$15, and that's without auditing the bills for errors. The potential for over-billing is huge."



Mike



Save Money

Steve

Mobile solutions aren't just for voice and email anymore. Today's business-centric capabilities bring critical functions to your mobile device, increasing response time and productivity. In fact, research shows you can recapture 47 minutes of downtime per day with the right mobile solution.



Outsourced Invoice Management

Telecommunications has grown to be one of the top five expenditures for most companies, making invoice accuracy more important than ever before. It's also among the most complex, confusing and time consuming aspects of telecom management. Even if you have learned the myriad of codes, charges and formats, sorting through reams of invoice pages to confirm accuracy and locate errors is extremely labor intensive. Then you must contact providers to request adjustments, follow up to confirm they occurred and enter all the information with proper general ledger coding. The good news is you can eliminate those headaches and get control of your costs with Managed Solutions outsourced invoice management services.

We Do It So You Don't Have To

Outsourcing these cumbersome and costly tasks will save money and improve control of your telecom resources. Our expert team has the knowledge and resources to effectively manage your invoices, resolve issues with providers and generate the reports and documentation you need.

Monthly Review

Far too often, customers are unaware of the numerous inappropriate items on their phone bills. That's where we can help. Each month, we will carefully review all your telecommunications invoices, checking for accuracy, invalid cost items and billing errors. These are flagged and highlighted for action.

Adjustments & Reconciliation

With proper documentation in hand and knowledge of how to effectively work with providers, we will make all necessary contacts to ensure that corrections are made and credits are received.

Data Entry

We will also enter your monthly telecommunications expenses into electronic files, categorizing each by your general ledger code, department and any other desired criteria.

Management Reports

Among the greatest benefits of outsourced invoice management is the availability of powerful management reports. We can create a wide range of charts, graphs, tables and other reports based on your criteria to help you make better business decisions.

Service Enhancement

Through the process of monthly review and analysis of your telecommunications invoices, we are often able to identify new ways of saving you cost and enhancing your telecom effectiveness.

Cost Savings

Managed Solutions customers are often surprised by how much they are overpaying on their invoices. Savings typically exceed 25%, beginning the first month after implementing our outsourced invoice management services. Your individual savings will depend on many factors, but we are certain you will be pleased with the results.

With billing errors, finding the mistake is only 20% of the problem; 80% is getting the carrier to issue a credit. Simple errors typically take 60-120 days to resolve. Complex problems can drag on much longer. Carriers now scrutinize credit requests much more carefully.

Amy



No More Headaches

The Power of Managed Solutions

Managed Solutions at Work

Following are examples of how Managed Solutions has worked for Grudi Associates clients.

D & E Communications

D&E Communications is a leading provider of comprehensive telephone service, Internet access and communication systems networking to residents and businesses. Grudi Associates has provided a variety of services and solutions that reduced D&E's wireless costs by one third, improved telecom management and increased productivity. Through their strategic partnership, Grudi Associates also enhances D&E's ability to assist its customers with activations, service integration, upgrades, troubleshooting and other complementary capabilities. As a result, D&E is better able to serve its expansive market footprint in PA and the Northeast.

"In addition to the significant benefits we've enjoyed from Managed Solutions, Grudi Associates has become a valuable partner in effectively addressing our customers' needs. They bring an array of resources, capabilities and contacts that perfectly integrate with ours."

—Doug Snell, Executive Vice President

Omega Bank

Like many financial services corporations, Omega Bank has grown, evolved and improved its competitive position through strategic mergers with other banks. As a result, it needed to create an integrated, updated telecommunications system that could meet the advanced needs of a leading Central PA-based banking institution. Grudi Associate's Managed Solutions was the answer. It provided an array of services that tripled their data speed for real-time financial transactions, integrated data networks, consolidated 74 carrier invoices into just 4, implemented a disaster recover and backup system and much more. Telecom savings exceed 35% per year.

"Grudi Associates helped us identify, select and implement the voice, data and other telecom systems we need to effectively compete in our market. Their expertise and assistance have been, and continue to be, invaluable."

—Michael Naputano, Telecom Manager

Cleveland Brothers Equipment Company Co., Inc.

For three generations, Cleveland Brothers has set the standard in central & northeast Pennsylvania as a leading provider of construction equipment. To accommodate its continuing growth and enhance its competitive edge, Cleveland Brothers chose Grudi Associates to provide a comprehensive mobile voice and data solutions. Included are hundreds of cell phones, Blackberrys, air cards, and other devices and technology that have increased sales, improved customer service and built the bottom line.

"Staying connected with our customers, suppliers and team members is essential to our success. It's also one of our greatest challenges. Grudi Associates brought the telecom expertise, industry knowledge and analytical approach we needed to support our operation and achieve our goals."

—Jay Cleveland Jr., President & CEO

Arnold Logistics

As a full-service logistics provider that has achieved over 99.9% accuracy in providing fulfillment, contract packaging/manufacturing, reverse logistics, print, direct mail and transportation services, Arnold Logistics insists on quality and value. Grudi Associates has provided many services that save costs, improve capabilities and streamline their telecom operations. Including the implementation of an MPLS network (replacing frame relay), adding the ability to prioritize real time applications and improve efficiencies. Grudi Associates also assists Arnold Logistics with comprehensive invoice management services.

"Grudi Associates' Managed Solutions provides us with the control, efficiency and cost savings we need. They even code and format cost information so it can be electronically entered into our system, eliminating the need for manual entry. We are saving about 31% monthly on our telecommunications bills."

—Brian Kautz, CIO

Clearfield County

Voters in Central Pennsylvania are acutely aware of the taxes they pay and how their governments use these funds. This has never been truer than now. That is why the leadership of Clearfield County asked Grudi Associates to assist them in optimizing their telecommunications and saving costs. Managed Solutions was the right approach. Grudi Associates helped the county by negotiating substantial reductions in local and long distance service, eliminating duplicate and dormant accounts, providing comprehensive invoice management and more. Total annual telecom savings has been approximately 35%.

"One of Grudi Associates' most attractive benefits is the full range of services and options they offer. They bring a broad perspective that is not tied to any one provider or service choice, which is very important to us, and they deliver results."

—Mike Lytle, County Commissioner

Steve

"Companies know they can't afford to let their telecom services fall behind in today's competitive market. Unfortunately, many can't spare the resources to research technologies, meet with carriers, negotiate plans and manage transitions. Staying in front of the curve is a key business challenge."



"The number one frustration we hear from clients is dealing with cumbersome telecom contracts and time-consuming billing issues. The confusion and complexity of these areas can be so challenging that many errors and opportunities are missed."

Shawn



Case Studies



Managed**Solutions**SM

Put It To Work For You!

We Can Help

At Grudi Associates, we measure our success by the effectiveness and value of the telecommunications solutions we provide. We developed Managed Solutions to enhance, integrate and coordinate the broad array of telecom services we offer. The result is an impressively effective telecom tool that has become the new standard in telecommunications.

We welcome the opportunity to discuss how Grudi Associates' Managed Solutions can optimize your telecommunications and build your bottom line.

"The telecom landscape has dramatically changed in recent years, causing enormous confusion and concern in the marketplace. But with the many challenges of carrier consolidations come great opportunities for companies with savvy telecom management. At Grudi Associates, we can help."

Walt

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