

# Mobility management made simple *Yes*

Reduce cost and streamline the management of your mobile fleet with the Optus My Fleet Manager suite.

## Highlights

### My Fleet Manager:

- Single touch point for Mobility Lifecycle Management
- Intuitive trend reports
- Visibility of connections and cancellations
- Automated asset registration
- Cost centre allocation and control

### With My Fleet Manager Options

- Manage your service and asset lifecycle with ease

As needs and expectations for workplace flexibility evolve, most organisations develop a greater need for mobility solutions. When done correctly, enterprise mobility leads to increased user productivity, better customer service and faster decision-making. Getting it right, however, is no small task.

Managing a diverse fleet of mobile devices used by an ever-changing workforce is a major part of the challenge. That's where the Optus My Fleet Manager suite can help – from keeping track of devices, allocating them to staff and servicing staff needs, through to understanding costs and maintaining budgetary control. My Fleet Manager helps to put you in the picture and make fleet management easier.

**Optus My Fleet Manager** is a premium lifecycle management platform that allows you to control your telecommunication usage, services, assets and costs through data-driven decisions. Deep integration into the Optus network and systems means you get visibility of every device and its usage, facilitated by powerful reporting tools, enabling you to more easily self-manage your fleet.

Need more? – Let Optus take care of device management, security and end-user support. **Optus My Fleet Manager Options** combines the best in class technology of Optus My Fleet Manager with a single point of management to deliver complex mobility enablement and mobile carrier service related requirements. Our team of service delivery consultants are on hand with end-to-end support so you can get on with helping your business to thrive.



## From TEM to MFM

Optus My Fleet Manager (MFM) is a software-as-a-service application which is accessible via the internet and provides a single one-stop platform allowing you to view and analyse your devices, services, usage, spend-to-date, alerts and much more.

This new enhanced Telecom Expense Manager (TEM) functionality is available as Gold, Platinum and Platinum Plus tiers and Options Upgrade for customers who are looking for the next level of support for their business.

### Simplify your engagement

Get online access to cost and usage reports, understand your mobile inventory, track connections and disconnects, set and send alerts – all from a customised online portal from when and where you want.

Direct integration into Optus means you get automatic visibility of detailed information for every device including make, model and serial identification. This information helps to identify when a device is non-standard so you can more easily manage device compliance across your fleet.

With My Fleet Manager, keeping track of connects and disconnects is simple. Get visibility on changes such as new service adds, plan upgrades, and service cancellations as these are completed by Optus.

### Plan for the future

Optus My Fleet Manager provides full historical multi-carrier reporting and analytics across multiple hierarchies in your organisation. With multiple reports available at the click of a button, the extensive trend charts and cost centre reporting makes forecasting and budgeting a simpler task.

### Empower your fleet

Optus My Fleet Manager offers multi-level dashboard views for each user based on their individual role. This means administrators, cost-centre managers and end-users can access their own reports. Cost control and planned usage behaviour can be made every employee's responsibility.

Setting up alerts and individual and cost-centre thresholds keeps your fleet informed across all events and spend that breaches set limits.

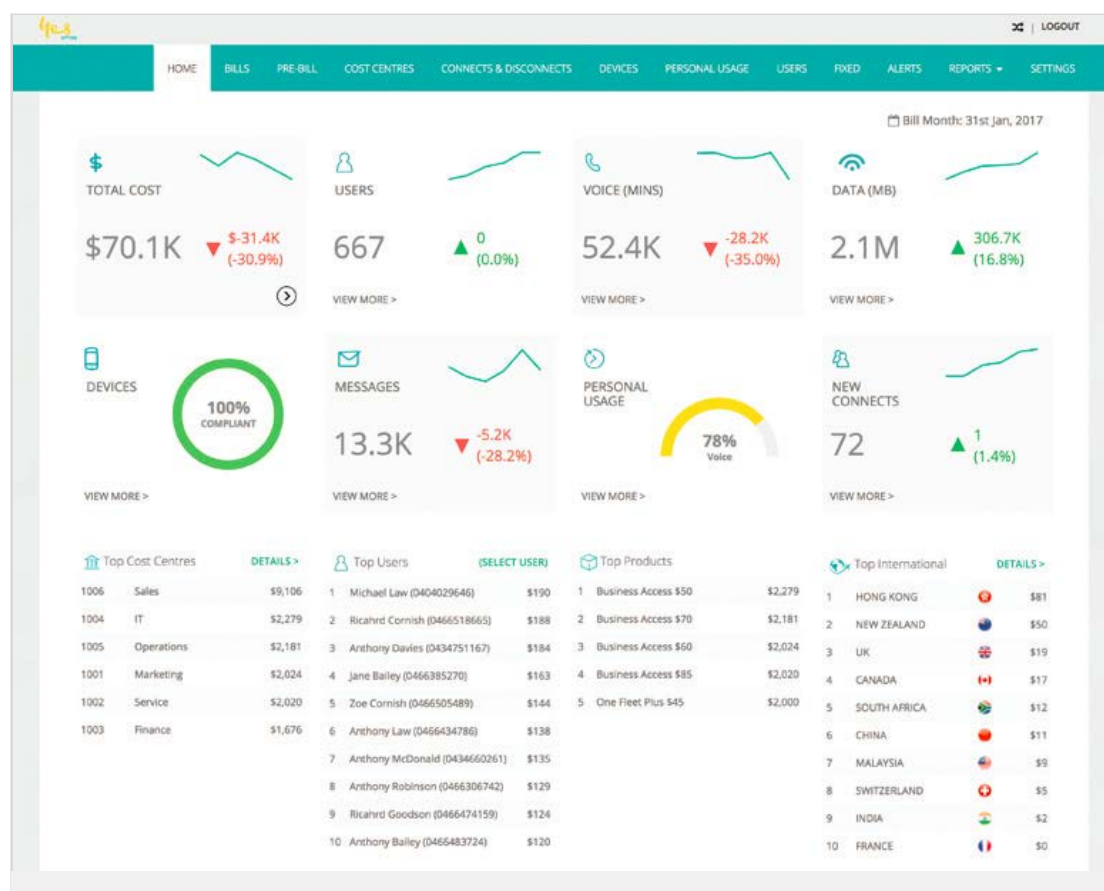
### Take proactive action

The intuitive dashboard helps highlight billing issues.

Get up-to-date access to unbilled spend even before your bill is generated. This allows you to reduce unwanted expenditure before the end of the bill cycle to help prevent unwanted cost escalations.

Real time reporting and alerting lets you target unusual usage, helping to control excessive spend even before it hits the bill. Now you can spend less time on administration and more time servicing your customers.

## Dashboard example



## Optus My Fleet Manager Options upgrade

### Mobility Management

- Manage employee mobile onboarding and exits
- Accurately allocate costs
- Assign and track devices to staff
- Assign data and roaming allowances
- Forecast and budget with extensive trends charts and cost-centre reporting
- Get up- to-date access to unbilled spend
- Control excessive spending
- Reduce cost escalations

### Manage your Service lifecycle

- Activate and cancel devices
- Suspend/restores
- Change mobile numbers
- Reset voicemail passwords

### Manage your Asset lifecycle

- Track your connections and disconnects
- Track device detail
- Track device location
- Track inventory
- View Hardware Fund and upgrade devices

Optus My Fleet Manager Options is an end-to-end service to support your mobile environment from design/implementation through to management of your mobile threat detection, mobile device management, service desk, end user support services, and comprehensive business intelligence capabilities.

My Fleet Manager Options enables you to deliver complex mobility enablement and mobile carrier service related requirements. The full My Fleet Manager stack provides end-to-end service, asset and customer lifecycle support so you can get on with helping your business to thrive.

### We've got your back

Optus My Fleet Manager Options provides a single touchpoint to deliver mobility enablement and continued support of your service, assets and carrier requirements, so you can rest assured that we'll identify and pro-actively reduce incidents of over-spend and resolve issues with minimal disruption to your daily routine.

We're on 24/7 - our daily refreshes ensure you are made aware of all changes to your fleet.

We've got your back, so you can grow your business and focus on your passion, worry-free.

### We're part of your team

We understand that you've made a big investment procuring a fleet of devices and that they play a critical role in your team's ability to deliver. We're here to ensure they are delivered with the appropriate corporate compliance setting and automate the register of assets as each device connects.

From the moment you power on Optus My Fleet Manager, we're there to give you daily updates on your fleet's assets, usage and spend. We'll tell you where we see an unusual activity and we'll enable any action you want to take to de-risk your fleet. Whether it's a cancellation, deactivation or billing request, we are here to help.

### We're your movers and shakers

We know that any downtime reduces productivity and that can have a negative impact on your bottom line. With Optus My Fleet Manager Fastlane™, you get faster, better response and resolutions to your provisioning and billing enquires. We'll ensure you are armed with the most correct information before you walk into that next meeting.

Put simply, we'll shake things up behind the scenes to ensure you have all the tools you need to deliver and stay ahead of your game and your bottom line.

### Mobile Management

Day to day management of your mobile fleet including patch and release management

### Device Security and Compliance

Protecting your content, apps brand and people and customer reporting

### End User Support

Keeping end users connected and productive

### Fast Lane

Premium Managed Service desk with faster and better request to response/ resolution SLA, proactive monitoring and customer reporting

### Professional Services

Design and implementation of a tailored mobile technology and security solution

### Business Insights

Leverage data analytics to gain rich insights into user behaviour, device usage and opportunities to improve efficiency



## My Fleet Manager Features and Tiers

Optus My Fleet Manager			
Key Features	Gold	Platinum	Platinum Plus
Asset Management	✓	✓	✓
Mobile Cost Analysis	✓	✓	✓
Mobile Cost Allocation	✓	✓	✓
Executive Dashboard	✓	✓	✓
Reporting	✓	✓	✓
Tablet Application	×	✓	✓
Data and Roaming Alerts	×	✓	✓
Pre-bill Usage for Forecast Spend Analysis	×	✓	✓
Apple DEP Enrolment	×	✓	✓
Connects, Disconnects, Resign and Plan Changes	×	✓	✓
Asset Management Plus	×	✓	✓
Data and Roaming Alerts Plus	×	×	✓
Employee Access (My Optus Business App)	×	×	✓
Training and Onboarding	×	Add-On	✓
Support for Multi-Carrier Invoices	×	Add-On	Add-On
Fixed Cost Analysis	×	Add-On	Add-On
Fixed Cost Allocation	×	Add-On	Add-On
My Fleet Manager Service Desk	×	Add-On	Add-On
My Fleet Manager Move Adds and Changes (MACs)	×	Add-On	Add-On
Device Staging	×	Add-On	Add-On
Contract Validation	×	Add-On	Add-On
Device Enrolments Apple DEP	×	Add-On	Add-On
Fast Lane	×	×	Add-On

**Asset Management** – Enables reporting and updates by administrators to the asset register comprising of device information such as IDs (e.g. IMEI), device type, manufacturer, model and other information (where available).

**Mobile Cost Analysis and Mobile Cost Allocation** – Get full historical reporting and analytics on all your spend, organised according to your own organisational hierarchy. Interfaces with HR and Finance systems to manage users and cost centre hierarchy.

**Executive Dashboard** – An easy to read, intuitive dashboard that brings to life usage details.

**Reporting** – Powerful reporting tools organised to understand and manage your fleet. Standard reports include cost centre breakdown, zero usage, cost analysis, personal usage, add, moves and changes, technology funds, device compliance and many others.

**Tablet Application** – Optus My Fleet Manager is available on tablets to ensure you are in control even when on the move.

**Data Roaming and Alerts** – Set up alerts on a set of pre-defined usage and spend events. The alerts can be configured to be sent via email or SMS to the cost centre manager and/or administrator.

**Pre-bill usage for forecast spend analysis** – Usage data is updated daily. My Fleet Manager ingests daily usage data so you can access and analyse your unbilled spend in the current billing period, before the bill is generated.

**Apple DEP Enrolment** – Visibility on assets enrolled in Apple DEP program.

**Connects Disconnects Resigns and Plan Changes** – Captures connects, disconnects, resign and plan changes.

**Asset Management Plus** – Direct integration with Optus systems includes updated fleet asset register including device information. Enables easy and up to date asset management and gives visibility of critical device information such as IDs (e.g. IMEI), device type, manufacturer, model and other information (where available).

**Data Roaming and Alerts Plus** – Custom alerts on specific individual users (e.g. the CEO) and specific thresholds or events on specific services

**Employee Access (My Optus Business App)** – Allows users to monitor their own usage. Every employee in the company with a service can access and check their mobile usage, even before a bill has been issued.

**Training and Onboarding** – Onboarding is the customisation and implementation of My Fleet Manager into your environment. Training will be provided to ensure you are familiar with the portal and how to use the dashboard and schedule reports.

**Fixed Cost Analysis and Cost Allocation** – Adds fixed line charges to mobile, and use extensive reporting and analytical capability across entire spend.

**My Fleet Manager Service Desk** – We provide a level 2 Australian based help desk available by phone, email and an online portal, as a single point of contact for your nominated IT and System Administrators. Unless otherwise agreed, the Service Desk is available Monday to Friday 8.30am to 5.30pm AEDT, excluding public holidays in Sydney, Australia.

**My Fleet Manager Carrier Moves Adds and Changes (MACs)** – We will manage on your behalf a set of defined Moves, Adds and Change (MACs) requests for service numbers listed in the My Fleet Manager asset register. Carrier MACs activities supported include cancellations and disconnects, alerting thresholds, service detail updates, PIN / PUK retrieval, activating and deactivating International roaming and replacement SIM cards. Note that not all Carrier MACs can be performed on BYOD devices because the SIM is privately owned.

**Device Enrolments Apple DEP** – The service desk handles queries on Apple DEP enrolments such as DEP setup for auto-enrolment of devices, device de-enrolment because of repairs and other scenarios, device re-enrolment following repairs, reporting on device enrolment status.

**Device Staging** – Device staging prepares devices specific to your requirements and only applies to devices that are managed by Apple iDEP, Google Android for Work, or Samsung Knox.

**Contract Validation** – Semi-automated and manual verification of mobile and fixed billing against contractual parameters.

## Fast Lane

**Mobile service and plan(s) provisioning** – The service desk handles queries on mobile services and their primary and secondary (e.g. Daily Roamer Pack) provisioned mobile plan(s). Also, as part of the service offering, a set of customer provisioning policies are setup and configured for ongoing and automated monitoring and alerting on provisioning accuracy.

**Mobile network features and APN provisioning** – The Service desk handles queries on mobile network features and APN's provisioning such as reporting on missing network features e.g. bar roaming for service, reporting on missing APN's e.g. VoLTE, reporting on incorrect network provisioning profiles. Also, as part of the service offering, a set of customer network policies are setup and configured to monitor accuracy to requested network features and APNs.

**Mobile bill assist** – The service desk handles queries on mobile bill charges and provides assistance with understanding your bill, joint review of charge summary for high spend users, understanding Fleet Roaming charges and more.

**Corporate domestic data and roaming usage alerts** – The service desk can help with initial corporate alerts setup and also handle alert queries.