



OVERVIEW

Please review and assemble the following information before completing the application.

The application contains six sections:

1. Contact Information
2. Solution Information
3. Efficiency First® Framework Principle Alignment
4. Efficiency First® Framework Practice Area Alignment
5. Business Overview
6. Certification Agreement

SECTION #1: Contact Information

→ Point of Contact Info

- Name
- Title
- Email address
- Phone number

→ Company Headquarters Info

- Mailing address
- Main phone number
- Company URL

SECTION #2: Solution Information

→ Solution Name

→ Solution Overview (250 words or less that describes the solution and the scope of the solution; product sheets or any other collateral that describes the solution can be uploaded directly into the application as well)

→ Short Solution Description (75 words or less to be used on your vendor solution profile page)

→ Solution Category (up to 5 directly related to the solution)

- AI (Artificial Intelligence)
- Carriers / Network Services Providers
- Cloud Services Providers
- Contract & Vendor Management
- Customer Experience Management
- Cybersecurity
- Data Analytics & Visualization
- FinOps
- IT Asset & Service Management (ITAM / ITSM)
- Mobility Management
- Network Monitoring / Management
- Sourcing & Procurement
- Technology Outsourcing / BPO
- Telecom / Mobile / Cloud / IT Consultants
- Telecom / Mobile / Cloud / IT Expense Management
- Unified Endpoint Management (UEM)

→ Solution Attributes (up to 6 keywords – 1 to 2 words each – that best describe the solution)

→ Key Differentiators (250 words or less; avoid claims that cannot be independently substantiated)

→ Additional Solution Information (accolades, awards, certifications, etc.)

→ Year solution introduced to the market

→ Number of active customers using the solution (# of companies)

→ Number of active users using the solution (# of users or active licenses for software solutions)

→ 3 Primary business problems the solution solves (25 words or less, each) and the audience (who or what group) has the challenge.

→ Describe the ideal prospect for the solution (250 words or less)



- Top 3 Markets Served by Solution (pick list)
 - Agriculture
 - Business Services
 - Construction
 - Consulting
 - Consumer Goods
 - Education
 - Engineering
 - Finance
 - Government (Local/State/Federal)
 - Healthcare
 - Insurance
 - Legal Services
 - Manufacturing
 - Mining, Oil & Gas
 - Not-for-Profit
 - Real Estate
 - Retail
 - Software
 - Technology
 - Telecommunications
 - Transportation
 - Travel
 - Utilities
 - Wholesale
- Ideal size of customer for the solution (select all that apply)
 - Customers with < 100 Employees
 - Customers with 100 - 999 Employees
 - Customers with 1,000 - 4,999 Employees
 - Customers with 5,000 - 9,999 Employees
 - Customers with 10,000 - 49,999 Employees
 - Customers with 50,000 - 99,999 Employees
 - Customers with > 100,000 Employees
- Sales / Delivery / Fulfillment Information
 - % of sales revenue attributed to direct sales and to partner/reseller sales
 - Primary sales partners (if any)
 - Is the solution whitelabeled for partners (Y/N)
 - Are partners used to deliver the solution (Y/N)
 - Primary delivery fulfillment partners (if any)

SECTION #3: Efficiency First® Framework Vendor Performance Principle Alignment

In this section you will review Efficiency First® Framework vendor performance principles, provide information describing how the solution aligns with the principles, and attest to upholding the principles.

Service Level Agreements (SLAs), Service Level Objectives (SLOs), and Service Guarantees

Principle: Vendor performance commitments must include three elements

- Definition of purpose and scope
- Objective measurement criteria
- Remediation for out-of-scope performance

- Upload relevant documentation that supports alignment with Efficiency First® Framework Service Level Agreement (SLA), Service Level Objective (SLO), and Service Guarantee principles
- Attest to uphold Efficiency First® Framework Service Level Agreement (SLA), Service Level Objective (SLO), and Service Guarantee principles



Customer Experience

Principle: Vendor engagement practices must include four elements

- Definition of purpose and scope
- An engagement model with defined resources (people, processes, technology)
- Validation of customer experience performance from the customer
- Remediation for out-of-scope performance

- ➔ Provide current CSAT rating for the solution
- ➔ Provide customer retention rate for the solution
- ➔ Upload relevant documentation that supports alignment with Efficiency First® Framework Customer Experience principles
- ➔ Attest to uphold Efficiency First® Framework Customer Experience principles

Data, Reporting & Analytics

Principle: Vendors that deliver source data, reporting, and analytics must contain three elements

- Definition of purpose and scope
- Validation of data, reporting, and analytics integrity
- Remediation for out-of-scope performance

- ➔ Which of the following does the solution provide? Select all that apply.
 - Source Data
 - Reporting
 - Analytics
 - None of the Above
- ➔ Upload relevant documentation that supports alignment with Efficiency First® Framework Data, Reporting & Analytics principles
- ➔ Attest to uphold Efficiency First® Framework Data, Reporting & Analytics principles

Business Value

Principle: Vendor value delivery practices must contain four elements

- Definition of purpose and scope
- A value reporting model that uses standard measures to illustrate value delivered
- Acknowledgment of value received from the customer
- Remediation for out-of-scope performance

- ➔ Provide standard measures that demonstrate the business value customers receive
- ➔ Upload relevant documentation that supports alignment with Efficiency First® Framework Business Value principles
- ➔ Attest to uphold Efficiency First® Framework Business Value principles



SECTION #4: Efficiency First® Framework Practice Area Alignment

In this section you will identify all technology management practices your solution supports. A solution that contributes to the successful execution of activities within a practice area qualifies as a supporting solution. Practice areas encompass people, processes, and technology involved in performing defined activities. Select all that apply.

| PRACTICE AREA | DEFINITION |
|---|--|
| <input type="checkbox"/> ASSET MANAGEMENT | The practice of identifying and tracking telecom, mobile, and IT assets including endpoint devices and infrastructure related to a communications network environment and associating assets with assigned users and cost elements. |
| <input type="checkbox"/> AUDITING | The practice of validating financial, logical, and physical accuracy of the telecom, mobile, and cloud / IT environment and resolving exceptions. |
| <input type="checkbox"/> BUDGETING & FORECASTING | The practice of financial planning, budget justification, and budget performance monitoring representing the total cost of ownership. |
| <input type="checkbox"/> BUSINESS ANALYSIS | The practice of analyzing and interpreting network and business data for root cause analysis and business intelligence investigation. |
| <input type="checkbox"/> CHANGE CONTROL | The practice of controlling technical, financial, and operational business change. |
| <input type="checkbox"/> CONTRACT MANAGEMENT | The practice of tracking and managing the lifecycle of all telecom, mobile, and cloud / IT contracts. |
| <input type="checkbox"/> DATA PRIVACY | The practice of collecting, using, and storing personally identifiable information. |
| <input type="checkbox"/> DISASTER RECOVERY | The practice of establishing and maintaining business plans and procedures for recovering network environment operations in the event normal operations are disrupted. |
| <input type="checkbox"/> ENDPOINT MANAGEMENT | The practice of managing telecom, mobile, and IT endpoint devices such as mobile devices, desktop PCs, laptops, printers, IoT devices, and wearables. |
| <input type="checkbox"/> EXCEPTION MANAGEMENT | The practice of defining and resolving technical, financial, and operational exceptions and restoring exceptions to the desired and optimal performance state. |
| <input type="checkbox"/> GOVERNANCE | The practice of establishing and managing processes and interactions for projects and programs across all stakeholders and participants that enables decision-making, risk mitigation, and enforcement of objectives. |
| <input type="checkbox"/> HELP DESK | The practice of managing and resolving break-fix trouble tickets and technical queries on behalf of users and resolving technical issues with vendor-provided assets and services. |
| <input type="checkbox"/> INVOICE PROCESSING | The practice of processing paper and electronic billing media, validating invoice accuracy, performing cost allocations, securing payment approvals, generating payment files, remitting payment funds, and reconciling payment records. |
| <input type="checkbox"/> LICENSE MANAGEMENT | The practice of tracking and maintaining telecom, mobile, and cloud / IT licenses. |



| PRACTICE AREA | DEFINITION |
|---|---|
| <input type="checkbox"/> NETWORK DESIGN | The practice of documenting technology design plans for the telecom, mobile, and cloud / IT networks. |
| <input type="checkbox"/> ORDER MANAGEMENT | The practice of placing and completing service orders with vendors. |
| <input type="checkbox"/> PERFORMANCE MANAGEMENT | The practice of measuring, comparing, and diagnosing telecom, mobile, and cloud / IT management performance and maturity using a comprehensive set of strategic performance measures. |
| <input type="checkbox"/> POLICY | The practice of documenting and advising on business rules guiding technology systems policy for the enterprise including intended use, policy acceptance and policy updates or revisions, compliance monitoring and reporting, and supporting resolution of out-of-scope occurrences. |
| <input type="checkbox"/> PORTFOLIO DELIVERY | The practice of deploying telecom, mobile, and cloud / IT services, systems, applications, and endpoint devices to business users. |
| <input type="checkbox"/> PROJECT MANAGEMENT | The practice of establishing telecom, mobile, and cloud / IT project objectives, plans, teams, timelines, and controls and owning results. |
| <input type="checkbox"/> QUALITY CONTROL & ASSURANCE | The practice of identifying and correcting telecom, mobile, and cloud / IT management process errors (Quality Control) and identifying and eliminating telecom, mobile, and cloud / IT management process inefficiencies (Quality Assurance). |
| <input type="checkbox"/> REGULATORY COMPLIANCE | The practice of monitoring compliance of laws and regulations associated with communications and data in the telecom, mobile, and cloud / IT environment. |
| <input type="checkbox"/> REPORTING & ANALYTICS | The practice of creating and delivering technical, financial, and operational information to telecom, mobile, and cloud / IT management stakeholders and creating and delivering performance information to business stakeholders illustrating the business value of performance efficiency, opportunity identification, and strategic business enablement. |
| <input type="checkbox"/> RISK MANAGEMENT | The practice of establishing and monitoring protocols and procedures to support business objectives. |
| <input type="checkbox"/> SECURITY | The practice of identifying and tracking telecom, mobile, and cloud / IT services including pricing, features, configurations, and costs and associating service inventory with assigned users, cost elements, physical locations, business units, and cost centers. |
| <input type="checkbox"/> SERVICE MANAGEMENT | The practice of identifying and selecting vendors based upon technical, financial, and operational requirements using request for information (RFI), request for quotation (RFQ), and request for proposal (RFP) sourcing instruments. |
| <input type="checkbox"/> SOURCING & PROCUREMENT | The practice of developing and implementing a strategy for positioning the telecom, mobile, and cloud / IT environment as a strategic business driver. |
| <input type="checkbox"/> STRATEGY | The practice of establishing and monitoring protocols and procedures to support business objectives. |
| <input type="checkbox"/> VENDOR MANAGEMENT | The practice of evaluating, measuring, and guiding vendor performance. |



SECTION #5: Business Overview

- Year company founded
- # of Employees
- % of employees in management roles
- % of employees in sales/marketing roles
- % of employees in operations/delivery roles
- % of employees in R&D roles
- Organizations type (public/private)
- Countries of operations

SECTION #6: Certification Agreement

- Agree that all information provided is true and accurate