



CATEGORY

Managed Services

REGIONS SUPPORTED

North America
Latin America
Europe / Middle East / Africa
Asia-Pac / Japan

YEAR FOUNDED

1906

CORPORATE HEADQUARTERS

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CASS INFORMATION SYSTEMS, INC.

Cass Information Systems (NASDAQ: CASS) is the leading provider of telecom, utility, waste and transportation expense management services, dispersing nearly \$44 billion annually on behalf of its clients. Known for industry leading customer satisfaction, Cass Telecom, an operating unit of Cass Information Systems, delivers fully managed Telecom Expense Management, Managed Mobility Services and BYOD solutions to global customers via its service teams in the United States, England, Ireland, The Netherlands, Singapore and Brazil. Cass Telecom is supported by Cass Commercial Bank, a wholly owned subsidiary, providing financial exchange and global payment services to its clients. Cass remains the only TEM provider regulated by the US Federal Reserve, providing security, stability and transparency assurances to Cass clients.

KEY SERVICES

- Strategic Sourcing & Procurement
- Fixed & Mobile Order Management
- Telecom Expense Management
- Inventory Management
- Invoice Payment
- Cost Management
- Help Desk
- Audit/Optimization
- Dispute Tracking
- Reporting & Business Intelligence

SERVICES OVERVIEW

Cass Telecom Expense Management's (TEM) complete lifecycle management of core fixed and mobile telecommunication services globally including: invoice management, audit, optimization & dispute management, system integration (GL, AP, Order Management, HRIS, MDM, etc.), cost allocations, inventory management, bill payment, workflows, ordering portal, ordering management support and reporting.

Cass's solution is offered under a hosted, cloud model with named support resources to manage day-to-day activities and exceptions. The solution is centered on our proprietary software tool, ExpenseSmart, that manages all in-scope services (fixed, mobile, cloud, IOT, etc.) from a single database.

The value to our customers is the peace of mind that comes from working with a stable, trusted partner who is the market leader in customer satisfaction to manage your TEM environment. Cost reduction, life cycle ownership of key day to day tasks, and a proactive approach are key value propositions from our solution.



EFFICIENCY FIRST® SOLUTION CERTIFICATION

During the extensive Efficiency First® Solution Certification program, Cass's alignment of fixed and mobile telecom expense management services was evaluated and certified against stringent Efficiency First® Framework principles; performance and client experience were also evaluated and scored.

Cass's solutions were certified for alignment with the Efficiency First® Framework Model activities as follows:

Fixed Telecom Service Management Solution Alignment:

- Asset Inventory Management
- Auditing
- Budgeting & Forecasting
- Business Analysis
- Change Control
- Contract Management
- Exception Management
- Governance
- Help Desk
- Invoice Processing
- KPI Measurement
- Network Design
- Optimization
- Policy
- Project Management
- Regulatory Compliance
- Risk Management
- Reporting
- Security
- Service Delivery
- Service Inventory Management
- Service Ordering
- Sourcing & Procurement
- Strategy

Mobile Telecom Service Management Solution Alignment:

- Asset Inventory Management
- Auditing
- Budgeting & Forecasting
- Business Analysis
- Change Control
- Contract Management
- Exception Management
- Governance
- Help Desk
- Invoice Processing
- KPI Measurement
- Network Design
- Mobile Device Management
- Optimization
- Policy
- Project Management
- Regulatory Compliance
- Reporting
- Security
- Service Delivery
- Service Inventory Management
- Service Ordering
- Sourcing & Procurement
- Strategy



KEY STRENGTHS

AOTMP Perspective

AOTMP identified several notable strengths during the Efficiency First® Solution Certification program:

- **Account Management:** Cass's account management and managed services are mature and focused on delivering outstanding service to the Cass customer base. Cass's resources are highly skilled and professional; and continuously focused on partnering with its customer and improving the customer experience.
- **Invoice Processing and Bill Payment:** Cass's invoice processing and allocations solution is highly automated with enhanced workflows, and its invoice payment processes are best-in-class processing through the security of a regulated entity. Cass payment services are managed through Cass Bank.
- **Audit/Optimization:** Cass's audit and exception workflows combined with skilled auditors on staff yield consistent savings for its customers.



Enterprise Perspective

Cass Telecom's clients identified financial and operational benefits because of their business relationship. Clients specifically cited audit and optimization cost savings as distinct financial benefits received through engagement. Operational benefits cited include improved processes, reduction in FTE requirements, reduction in invoice process cycle time, and improved visibility of inventory and invoice information.

Efficiency First® Solution Certification

AOTMP Efficiency First® Certified Solution status is achieved by vendors that complete a certification program. The Program consists of diagnostic and scoring elements in which the vendor's solution capabilities are evaluated for alignment with AOTMP's Efficiency First® Framework, a disciplined, best practice-driven approach to managing fixed and mobile telecom environments.

Solution capabilities are then analyzed and scored against a standardized Efficiency First® Vendor Solution Certification scoring scale, using performance data collected from the vendor and client performance ratings collected directly from the vendor's clients.

AOTMP Efficiency First® Certified Solution vendors possess solution capabilities aligned with Efficiency First® Framework principles and are likely to positively impact the efficiency of an enterprise's fixed and mobile environment and their adoption of the Framework.