



Designed for providers
of the next generation
of Broadband, Utilities,
and Video.



eLation™
AN INNOVATIVE SYSTEMS PLATFORM





Billing and Customer Management Solution

The eLation Billing and Customer Management suite provides telecom and utility service providers with the tools and flexibility required to run your business with the efficiency, automation, and adaptability demanded in today's ever-changing landscape. Our solutions cover every aspect of your business with integration throughout the system.

Integration provides ease of use, operational efficiency, and long-run savings

- Customer Care
- Online Customer Portal
- Mobile Apps
- Provisioning
- GIS Mapping
- Financials
- Bill Printing and Fulfillment

Elevate customer service to a new level

One Touch Resolution:

Troubleshooting, device management, and service management tools in the hands of everyone who interfaces with customers

- Diagnostic tools for front line CSRs
- Technicians take signatures in mobile apps
- Mobile Technician Apps
 - Complete Service Orders, Assign Equipment, Timesheet Entry
 - Provision, Manage Devices, Update Facilities, View Maps
- 3rd Party After-Hours Support Diagnostic/Device Management tools
- Automated provisioning

Customer Engagement:

Communicate with customers when and how they desire.

- Live Messaging
- Text Notifications
- Appointment Reminders
- View Technician Location
- Automated emails and text messages
- Electronic Signatures



Give your customers visibility and control

Customer Portal:

Give customers access to their information and control of their services

Visibility

- Invoice History
- Usage History
- Payment History
- Trouble Ticket Status

Self-Care

- Pay Invoice
- Setup Auto Pay
- Start Trouble Ticket
- Manage devices

eCommerce:

- Establish a new account
- Upgrade service on existing account

Know your customers, Know your business

Customers:

- Complete view of customer
- Historical summary
- Fully track all activity/interactions
- Graphical facilities view

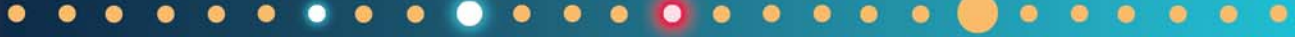
Reporting:

- Automated/Scheduled reports
- Ad Hoc reports via Intuitive GUI
- Cross-reference Orders, Billing, Plant, Location information

Analytics:

- Dashboard Operation Views – Customizable
- Integration with BI tools





Tools to run your business

Automated Provisioning:

- Automated Disconnect/Reconnect
- Automated Feature Changes

Ease of Use:

- Easily handle surcharges, taxes, and franchise fees
- Built in audits and checks and balances
- Flexible Product and Pricing structure
- Dynamic work flows

Sales Tools:

Manage sales in existing or expansion areas

- Fiber Build Out Web Tool
- Sales Lead Management
- Create & Manage Sales Campaigns
- CRM for Sales Process Management

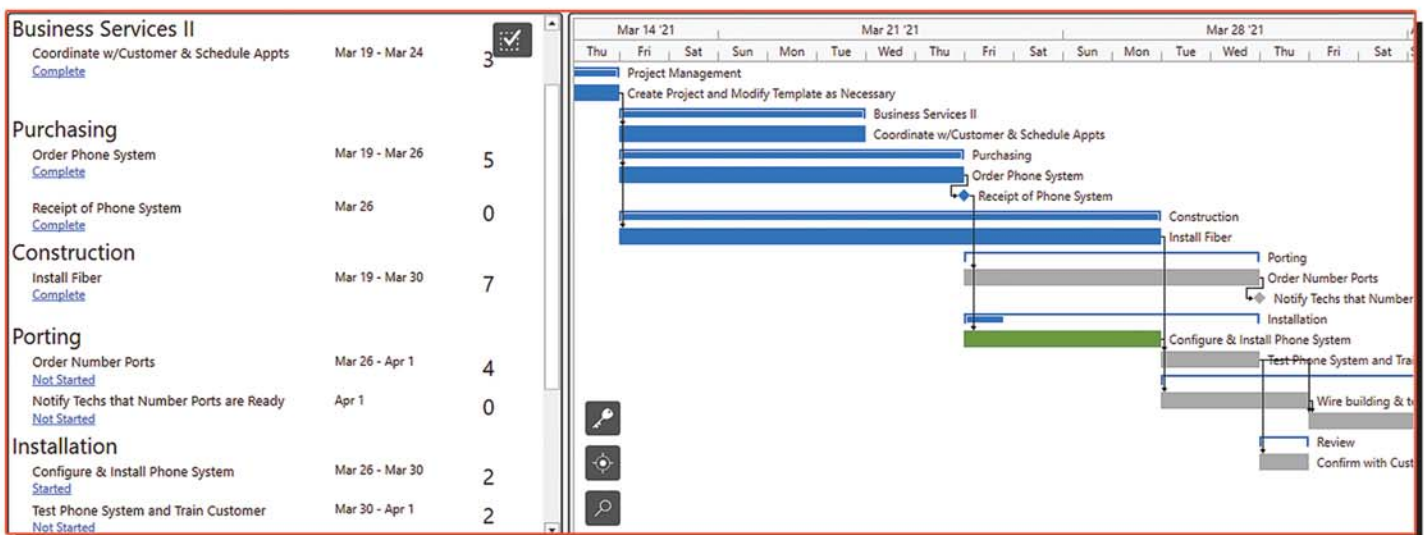
Workforce Management:

- Assign jobs based on skillset and geographic location
- Integrated with mapping
- Flexible and Configurable

Business Services:

Manage complex business sales and services from initial lead through contract renewal

- Sales Process CRM system
- Mobile App
- Electronic Proposal/Contract Generation
- Electronic/Email Signatures
- Managed Services/Maintenance Agreements
- Project Management Tools

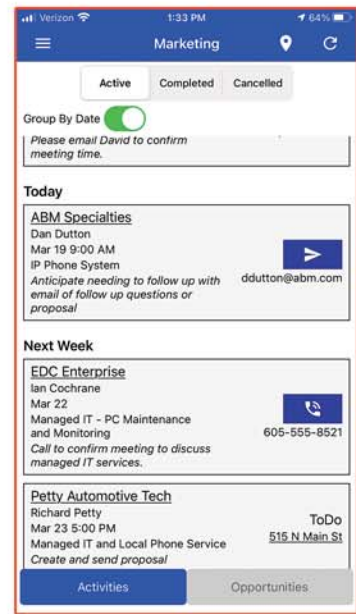
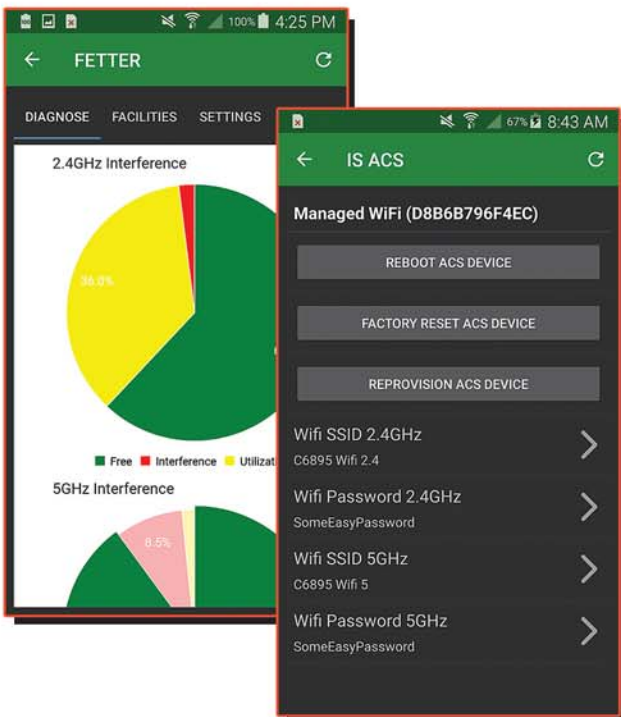
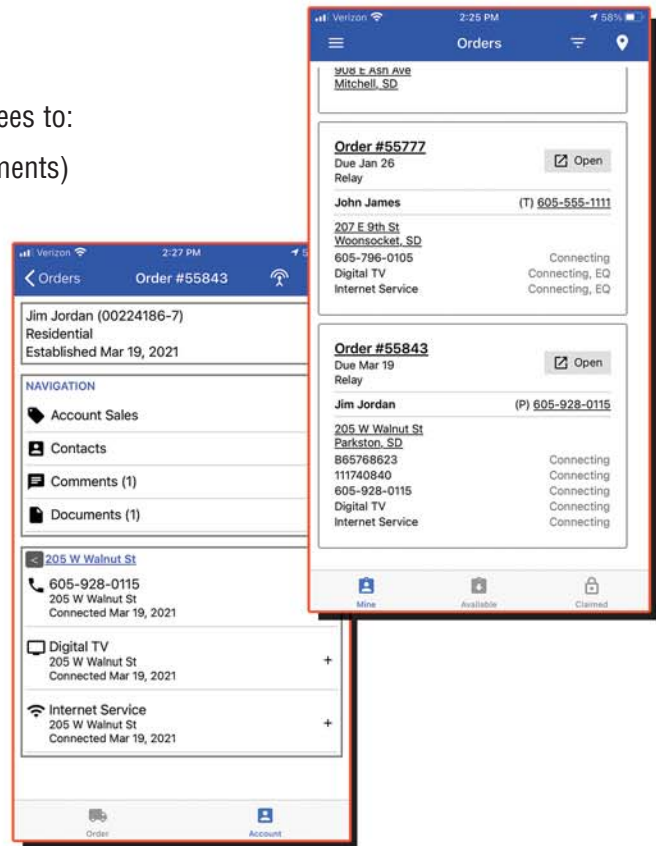


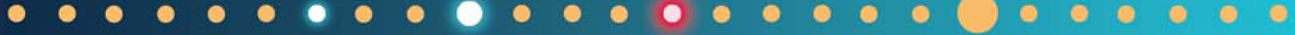
Operate your business from anywhere

Mobile Apps:

eLation Mobile apps streamline operations and allow employees to:

- View Customer Information (includes comments and documents)
- Work Service Orders and Trouble Tickets
- Assign Equipment
- Provision Services
- View/Update Plant
- Troubleshoot network issues
- Work Locates
- Utilize Inventory/Materials
- Updated timesheet
- Approve Time-Off
- Approve Purchase Orders and Bills
- Work Sales Opportunities





eLation Financials

A Financial system with a full suite of functionality, multi-company support, flexible reporting, and billing system integration.

General Ledger

- Budget functionality
- Deferrals
- Integrated with Billing

Work Orders and Continuing Property Records

- Mapping Integration
- Service Order Integration

Inventory

- Integrated throughout the system
- Available in Mobile app
- Barcode Enabled

Mobile App

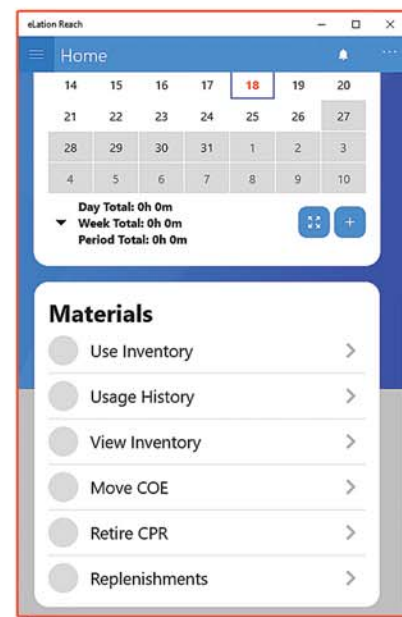
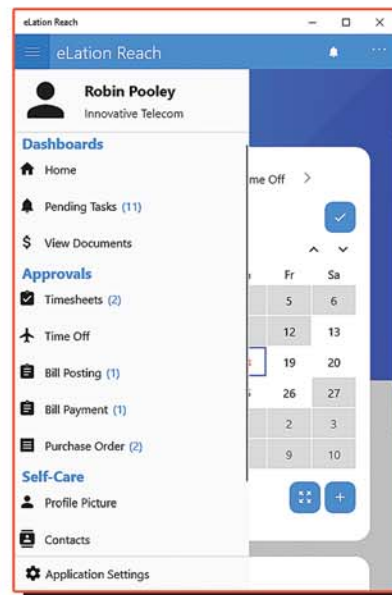
- Timesheet Entry
- Company Calendar
- Time Off Requests
- Supervisor Approvals

Purchasing and Accounts Payable

- Flexible Approval Levels
- Optical Character Recognition/AI
- Recurring Transactions

Payroll and HR

- Employee Self-Care
- Mobile app



MapKit GIS Mapping System

Plan/Design/Build/Manage

A mapping system with the right tools can be a key tool in your planning and decision-making process as well as ongoing reporting and data analysis

Automation for Efficiency

Numerous tools are available to automate processes, save time, and provide more information

- Import of addresses
- Auto Drop/Route design tools (build your design in minutes)
- Cost and revenue estimates
- Work in disconnected mode

Reporting

- HUBB reporting
- FCC 477
- Ad Hoc Searches
- Reporting by Regions

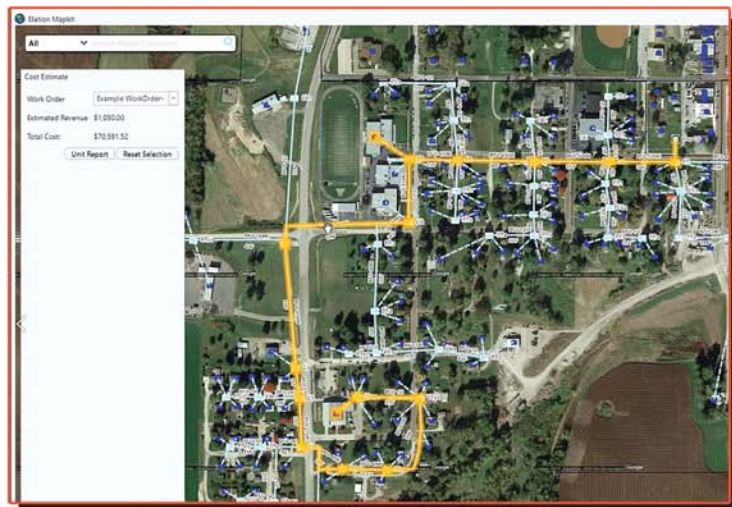
Integration

Maps are integrated throughout the system

- Locate System
- Mobile Apps
- Fiber Build Out
- Work Orders/CPRs (Financials System)
- Workforce Management
- CSR Customer Management Interface

eMap

- Browser-based
- Designed for phone or tablet
- Perform in field updates during construction/verification
- Integrated with Billing/OSS





Innovative Systems • 1000 Innovative Dr. • Mitchell, SD 57301
605-995-6120 • sales@innovsys.com • www.innovsys.com