Morrison Telecom Management

ANNUAL BUSINESS REVIEW SAMPLE

MTM: Our Role

"The Morrison Group provides equal-parts client relations and true inventory management."

Coordinate and Record Troubleshooting with Carrier, CPE, Vendors, Clients, Municipalities & Emergency Services

Coordinate Service for New Locations

Client Inventory

- Catalog
- Maintenance
- Identification
- Optimization
- Accessibility

Optimize Service, Technology and Infrastructure

- Exacting, custom, essential
- Cost effective
- Cutting-edge technology
- Emphasizing security and network redundancy

MTM: Our Values

Established in 1991 to create long-term mutually beneficial customer relationships built on trust, respect, and honesty.

Customer Satisfaction	Industry Expertise	Cohesive Teamwork
• Back-office extension, staff augmentation & BPO services • Personalized solutions delivered through human interface • Cradle-to-grave service management • Smooth, efficient, and cost-effective technology and protocol optimizations • We represent the best interest of our clients at all levels of procurement	• The Morrison Group has over 70 years of combined industry experience • Tech-employees have minimum of 15 years experience • Complete understanding client usage to procure service • Solutions built from the ground up: New technologies layered upon traditional communication services	• Our success is employee-driven, not software driven • Comprised of an expertly sourced team • Continual scaling and adaptation to meet client needs • Selective customer base: reputable, adaptive, innovative • Long-term relationships; in 30 years little to no turnover of clients or employees

MTM Relationships

Who do we communicate with on a consistent basis?

![MTM Morrison Telecom Management logo]

CLIENT:
- Corporate-level
- IT Team
- Location Managers

Subject-Matter-Experts: Access to decades of field experience

125+ contacts at the provider level

250+ contacts at the vendor level

The MTM CRM Database

Database

- CRM/ERP
- Tickets
- Inventory Mgt
- Project Mgt
- Client Access Portal

Tech-Forward

- 2016 – Initiation
- 2017 – Integration complete
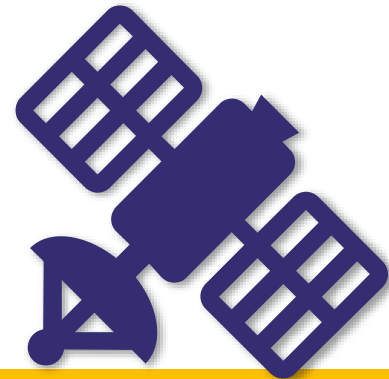- Available API integration

Today

- Personal relationship with CEO
- Code customization
- Training

Client & MTM Initiatives

Voice
- Service Issue
- MACD
- Tag & Locate
- Disconnect

Video
- Video Installation
- Video Migration
- Video Repair
- Video Service Issue
- Equipment Returns

Operations
- New Store
- VOIP Upgrade
- Contract Expiration
- Decommissioning Facilities
- Infrastructure Pictures Catalog

Inventory Management

Accurate and thorough Inventory Management is at the heart of The Morrison group. It allows us to understand Client Usage in order to:
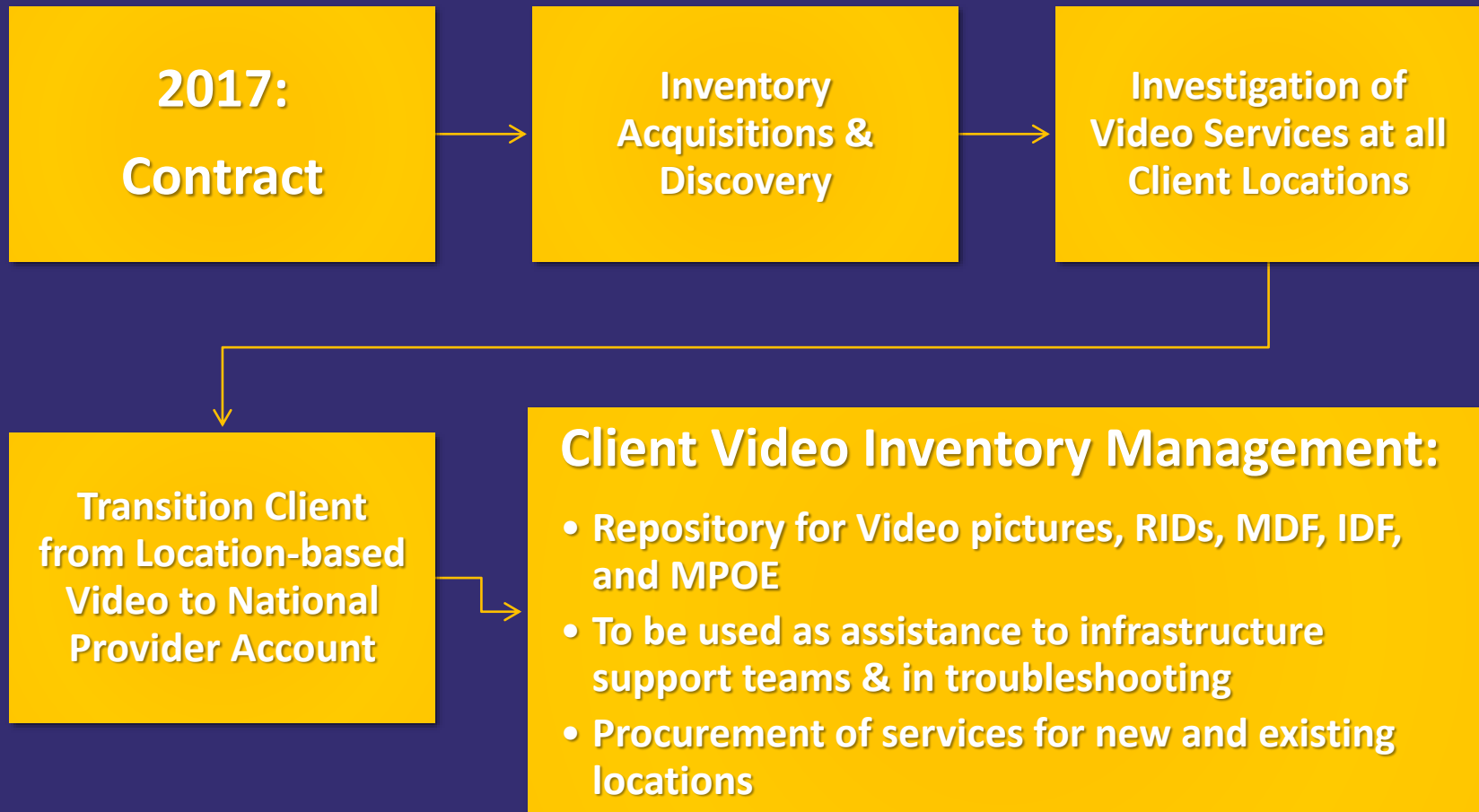
Propose solutions that are:
◦ Relevant
◦ Cost Effective
◦ Security Driven

Resolve Service Issues:
◦ Quickly
◦ Autonomously

Video: Management Objectives
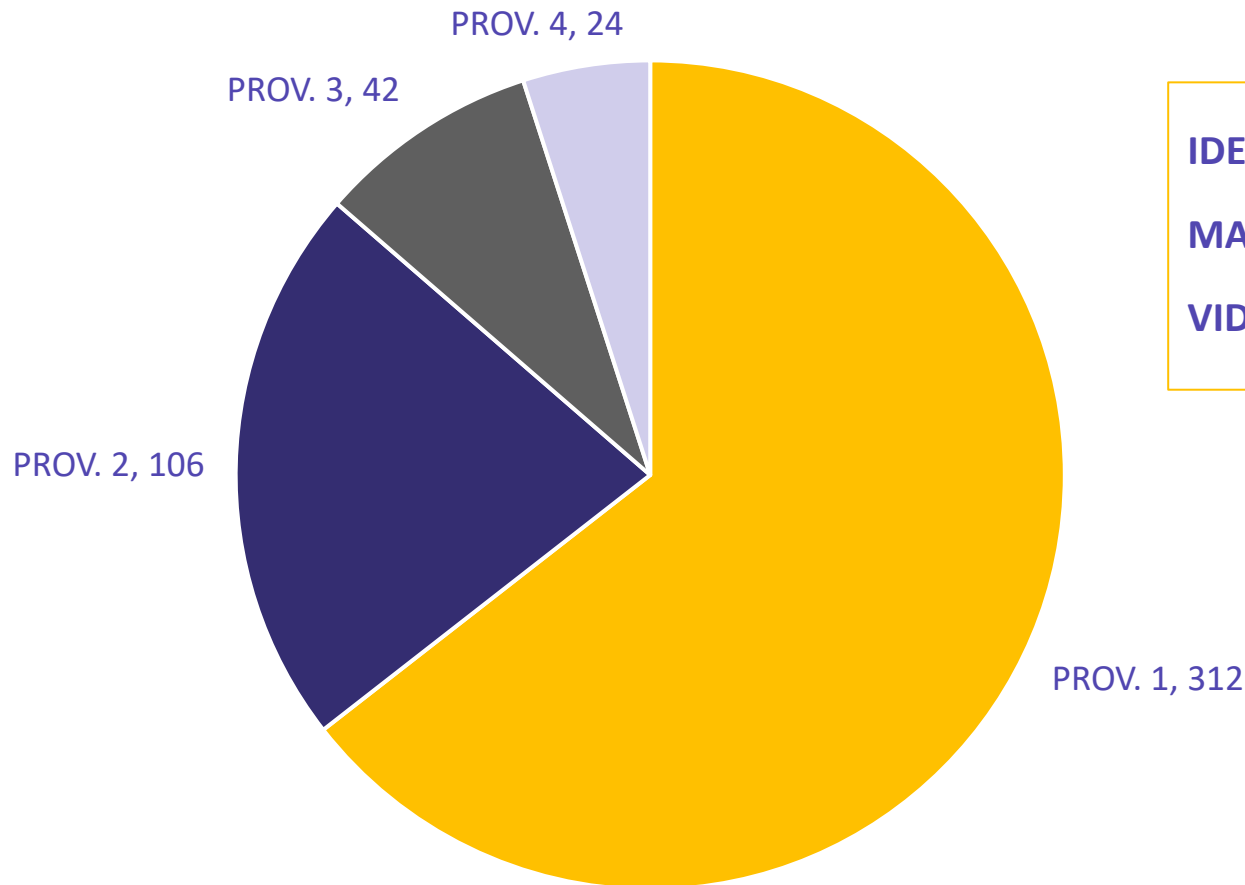
2017:

Contract

→

Inventory Acquisitions & Discovery

→

Investigation of Video Services at all Client Locations

Transition Client from Location-based Video to National Provider Account

Client Video Inventory Management:

- **Repository for Video pictures, RIDs, MDF, IDF, and MPOE**
- **To be used as assistance to infrastructure support teams & in troubleshooting**
- **Procurement of services for new and existing locations**

Video: Overview

PROVIDERS BY REGION
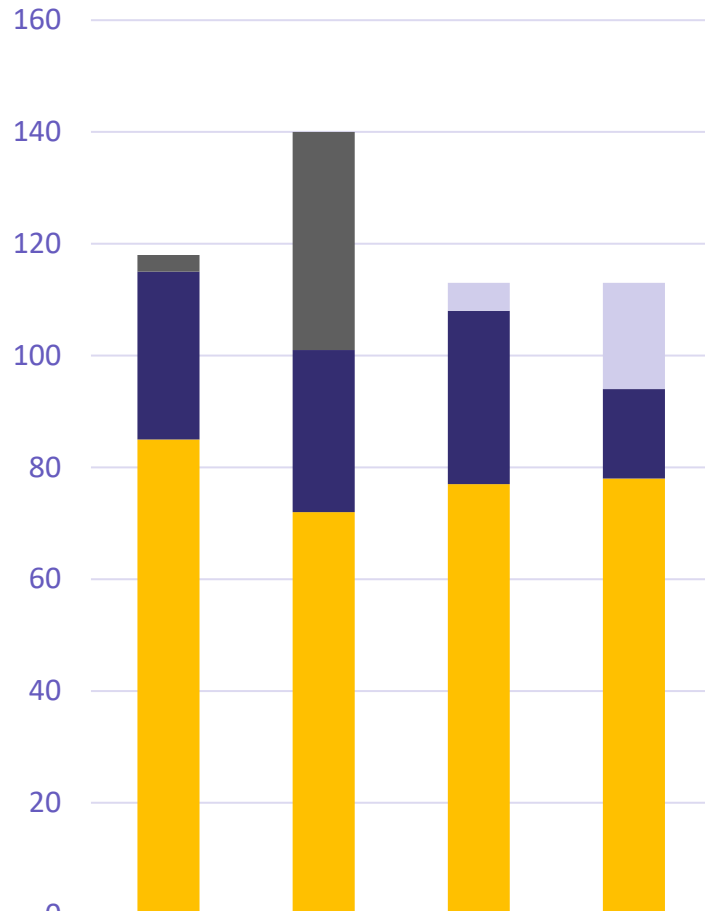
	N.WEST	S.WEST	N.EAST	SOUTH
PROV. 4	0	0	5	19
PROV. 3	3	39	0	0
PROV. 2	30	29	31	16
PROV. 1	85	72	77	78

2020 Migrations: 42

➢ **2020 Savings: $4,463**

➢ **2021 Savings: $2,044**

VIDEO PRODUCTIVITY

DISCO 30

EQUIP. RETURN 38

UPGRADE 7

INSTALL 29

MIGRATION 42
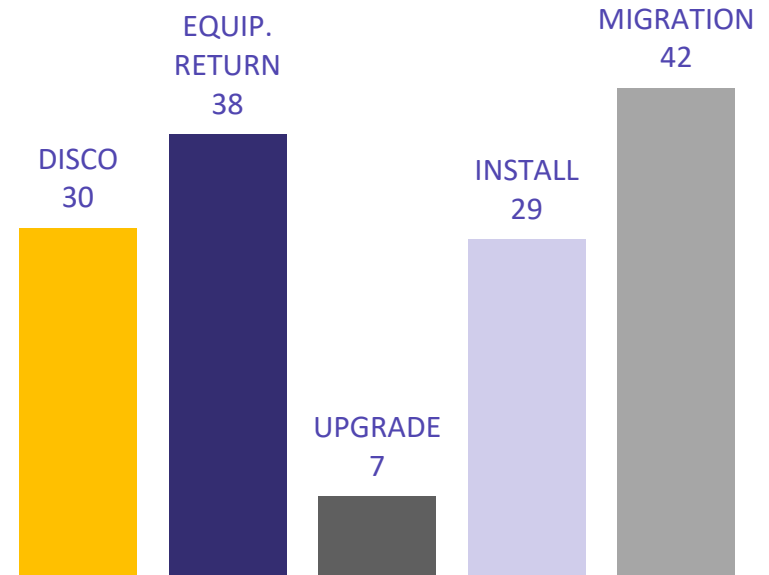
Voice: Inventory Overview

INVENTORIES BY PROVIDER

- **Managed Locations: 793**
- **Voice Accounts: 885**
- **Voice Providers: 12**

PROV. B
124

PROV. C
38

PROV. D
35

PROV. E
32

PROV. I
15

PROV. J
14

PROV. H
15

PROV. K
11

Other
113

PROV. L
10

PROV. G
21

PROV. F
27

PROV. A
543

PROVIDERS BY REGION

	N.WEST	S.WEST	N.EAST	SOUTH
■ PROV. L	2	2	3	3
■ PROV. K	3	7	0	0
■ PROV. J	0	0	14	0
■ PROV. I	0	10	0	5
■ PROV. H	0	0	8	7
■ PROV. G	5	16	0	0
■ PROV. F	0	2	13	12
■ PROV. E	2	11	0	19
■ PROV. D	12	0	20	3
■ PROV. C	0	0	13	25
■ PROV. B	88	82	128	26
■ PROV. A	138	158	100	147
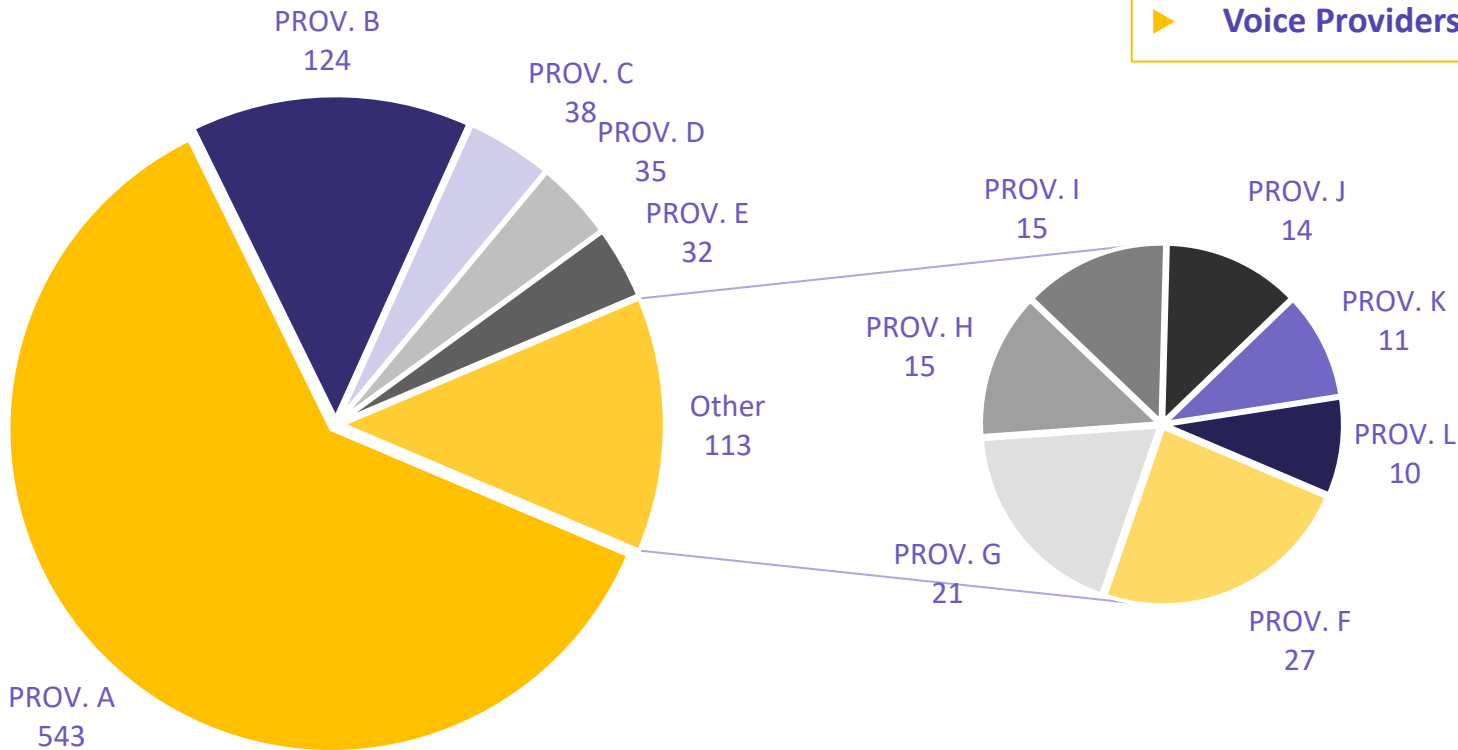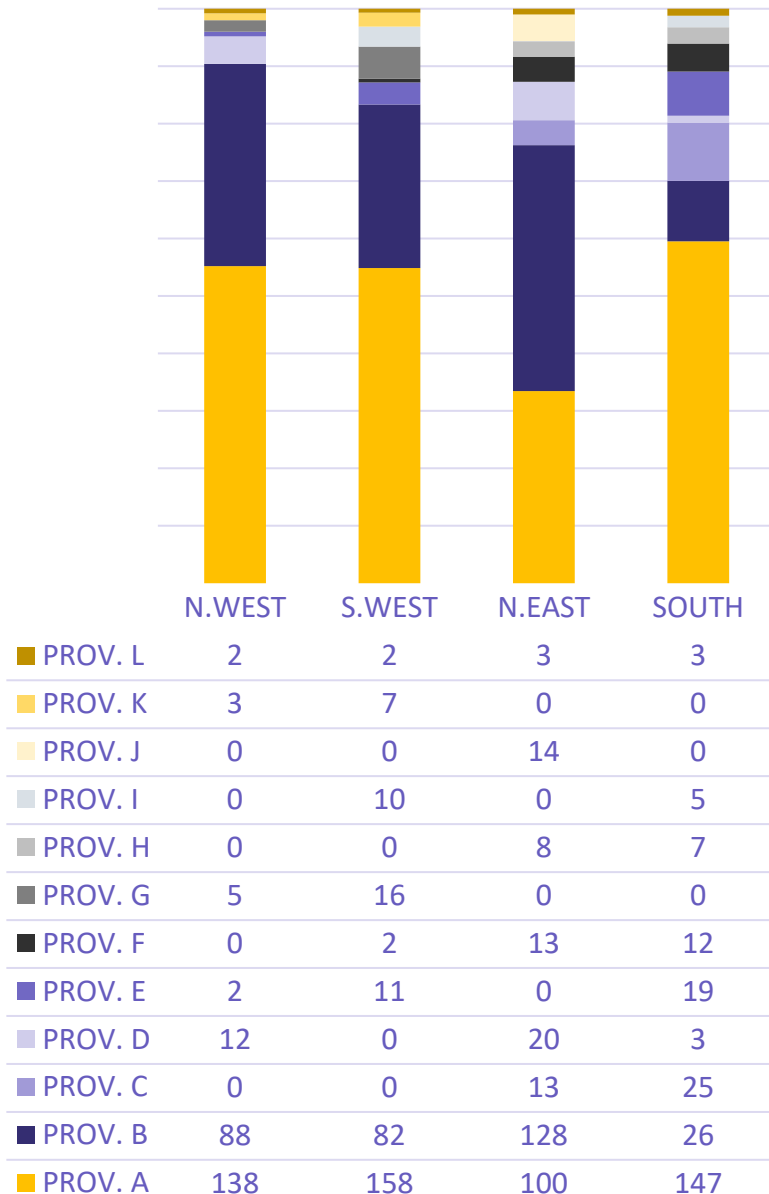
Voice: Inventory Overview

Service	Inventory Count
NATIVE SIP	82
PIAB	124
POTS	394
SIP ANALOG	141
SIP PRI/DATA	258
T1	15
TDM PRI	40
Grand Total	**1054**

Service Disruption

- MTM is contacted

Troubleshooting

- Via telephone
- Service inventory consultation

Contact:

- Providers
- Vendors
- Client

Tracking

- Collaborate w/ related parties
- Boost Resources

Resolution

- Trouble Ticket closed
- Record Root Cause

Reporting

- Incidence
- Root cause
- Repeated issues

Trouble Tickets: Overview

Average Service Issue Response Time:
- 5 minutes
- Required response time: 30 minutes

Service Issue Ticket Hours: 5,216

Service Tickets:
- Voice: 824
- Video: 135

Trouble Tickets 2020 – 959

Month	Voice Tickets	Video Tickets
January	75	9
February	55	13
March	51	13
April	52	8
May	56	9
June	60	6
July	61	11
August	63	8
September	65	9
October	76	16
November	107	17
December	103	16
Total	824	135

*API Integration: Feb 2018

SOUTH 238

N.WEST 250

N.EAST 189

S.WEST 282
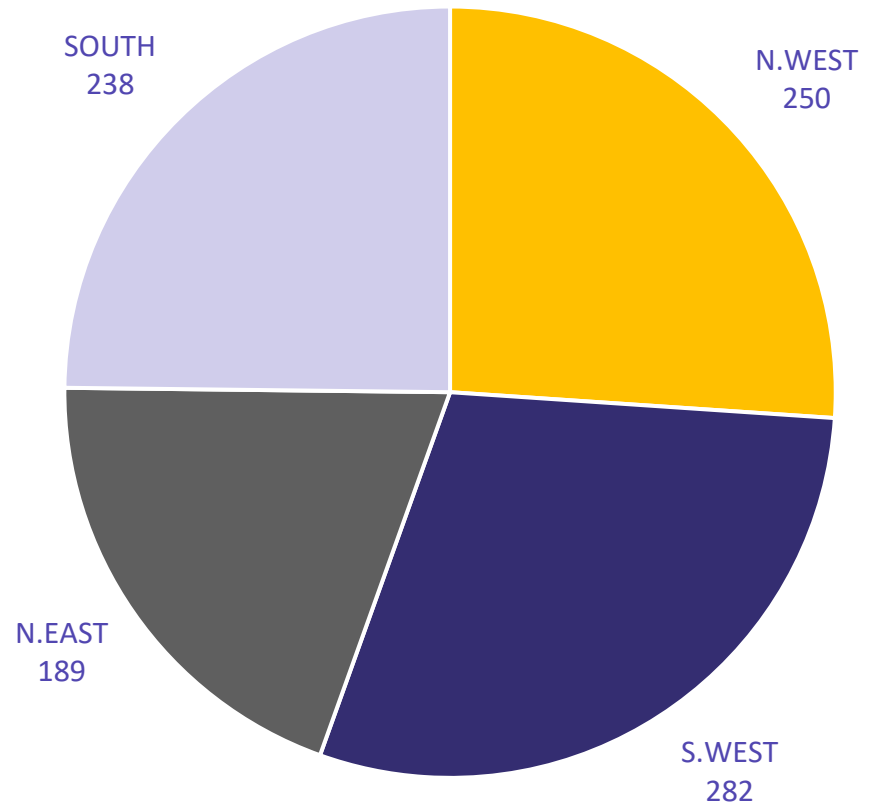
Tickets By Region

2020 Trouble Tickets

Month	Tickets	Video	CPE	Defective Cable	Network Outage	PBX Prgming	Trans-lations	Other
01.20	75	9	14	27	4	8	8	5
02.20	75	13	15	12	11	8	9	7
03.20	71	13	15	13	12	5	7	6
04.20	72	8	9	18	10	9	13	5
05.20	66	9	11	12	14	8	7	5
06.20	70	6	14	14	13	8	8	7
07.20	66	11	11	15	10	8	4	7
08.20	73	8	16	14	11	12	7	5
09.20	85	9	20	21	12	7	9	7
10.20	96	16	21	15	13	8	17	6
11.20	107	17	20	19	18	14	9	10
12.20	103	16	20	19	22	10	3	13
Total	959	135	186	199	150	105	101	83

2020 Trouble Ticket Source

Label	2020	Description
Video	135	Bad receiver, defective cable, or billing issue.
CPE	186	Problem on the customer side of the DMARC, including a failing IAD or cable connection.
Defective Cable	199	Bad cable that requires replacement or service moved over to an available pair.
Network Outage	150	Problem on the carrier's side of the MPOE.
PBX Programing	105	Requires a config change on the customers PBX.
Translations	101	Config changes on the carrier's switch.
Other:	83:	Less frequent, please see below for further information.
Alarm Panel	24	Problems with the alarm equipment or monitoring company.
Billing Resolution	19	Any issue that requires a billing adjustment or change is service.
Power Failure	15	When a power failure has a negative impact on the voice equipment.
Unseated Connections	6	Cables that have become loose or unplugged and require being plugged into a device.
Miscellaneous	9	Outside of normal request.

2020 Trouble Tickets – N.WEST, 250

Month	Tickets	Video	CPE	Defective Cable	Network Outage	PBX Prgming	Trans-lations	Other
01.20	19	2	4	4	3	2	3	1
02.20	24	3	6	6	2	2	2	3
03.20	23	4	3	7	4	2	1	2
04.20	21	3	4	6	3	1	3	1
05.20	20	3	6	4	1	2	2	2
06.20	17	2	2	5	2	3	1	2
07.20	20	3	4	4	3	1	2	3
08.20	20	3	4	3	1	2	3	4
09.20	19	5	2	2	3	3	1	3
10.20	22	2	4	3	5	3	4	1
11.20	24	3	6	4	4	2	3	2
12.20	21	4	3	3	5	3	2	1
Total	250	37	48	51	36	26	27	25

2020 Trouble Tickets – S.WEST, 282

Month	Tickets	Video	CPE	Defective Cable	Network Outage	PBX Prgming	Trans-lations	Other
01.20	20	2	4	4	3	2	2	3
02.20	24	3	3	6	4	3	3	2
03.20	22	3	5	3	5	3	-	3
04.20	21	5	4	4	3	2	2	1
05.20	23	2	5	5	2	4	3	2
06.20	23	3	4	4	4	3	2	3
07.20	22	4	6	3	2	2	3	2
08.20	26	5	3	7	4	2	2	3
09.20	24	6	4	6	3	2	1	2
10.20	25	4	5	4	5	3	3	1
11.20	27	5	6	7	4	1	2	2
12.20	25	6	4	5	5	2	1	2
Total	282	4	13	11	17	1	3	4

2020 Trouble Tickets – N.EAST, 189

Month	Tickets	Video	CPE	Defective Cable	Network Outage	PBX Prgming	Trans-lations	Other
01.20	18	2	4	4	3	2	2	1
02.20	19	3	5	2	2	2	2	3
03.20	16	4	3	2	4	2	1	-
04.20	13	2	2	3	3	1	1	1
05.20	14	3	2	4	1	2	2	-
06.20	13	2	2	2	2	2	1	2
07.20	12	1	3	1	1	1	2	3
08.20	17	3	4	3	2	2	3	-
09.20	16	2	2	2	3	3	1	3
10.20	17	2	4	3	2	3	2	1
11.20	18	3	2	2	4	2	3	2
12.20	16	2	3	3	2	3	2	1
Total	189	29	36	31	29	25	22	17

2020 Trouble Tickets – SOUTH, 238

Month	Tickets	Video	CPE	Defective Cable	Network Outage	PBX Prgming	Trans-lations	Other
01.20	17	1	4	4	3	2	2	1
02.20	18	-	3	5	2	2	3	3
03.20	20	2	4	7	4	2	1	-
04.20	17	1	5	3	3	1	3	1
05.20	19	3	5	4	3	2	2	-
06.20	22	2	5	6	2	2	3	2
07.20	22	2	3	7	4	1	2	3
08.20	21	3	2	4	7	2	3	-
09.20	23	-	5	6	5	3	2	2
10.20	16	2	4	3	2	3	2	-
11.20	24	3	5	5	4	2	3	2
12.20	19	2	4	5	2	3	2	1
Total	238	29	36	31	29	25	22	17

Voice & Data Management

▶ **New Store**

▶ **VoIP Upgrades**

  ▶ **2020: SIP PRI / DATA & Native SIP**

  ▶ **2021: Native SIP**

▶ **Disconnects**
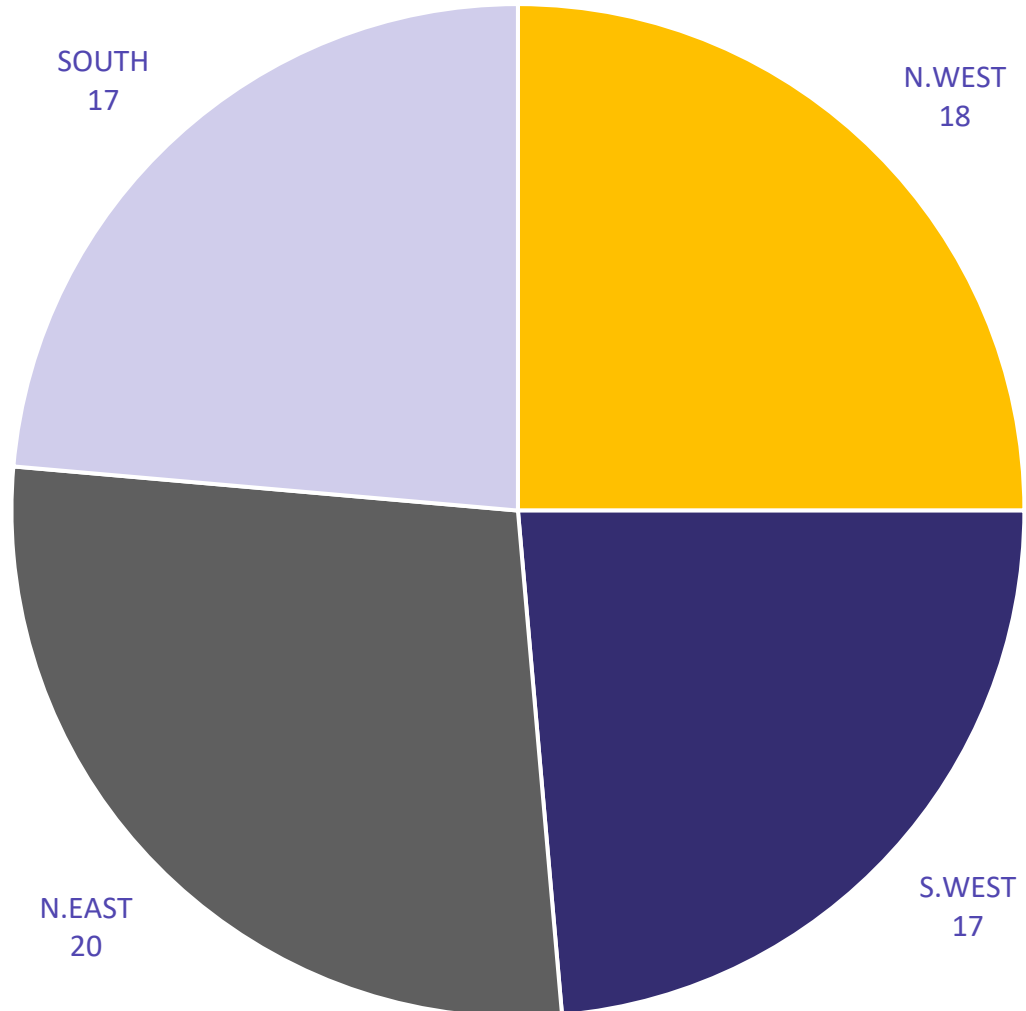
Voice Upgrades 2020
Savings: Total + Quarterly Progress

	Locations	Spend/mo.	Savings|20	Savings|21
2020	**72**	**$75,089**	**$83,416**	**$208,713**
Q1	-	-	-	-
Q2	21	$17,459	$28,903	$31,207
Q3	26	$30,139	$48,086	$121,980
Q4	25	$27,491	$6,427	$127,526

New Store: Project Management

Weekly communication with Corporate Team for provisioning Voice, Data, and Video services at future locations.

Tracking of New Store progress, grand openings and inventory.

2021 New Stores – 32 Locations Opened

2022 New Stores – 26 Locations Projected

MTM ABR SAMPLE

LOCATION ADDS 2020

Locations Opened:	32
Voice Services Ordered:	
- Native SIP	25
- POTS	18
- SIP PRI/GIG	7
- Wireless POTS (temp)	6
Video Services Ordered:	27
Orders Cancelled:	15

DISCONNECTS 2020

INCLUDES UNNEEDED DSL, POTS, PRI, & T1 SERVICES

Region	Disco's	2021 Cost Avoidance	2022 Cost Avoidance
NORTHWEST	12	$33,711	$28,677
SOUTHWEST	19	$49,345	$34,807
NORTHEAST	37	$78,818	$68,929
SOUTH	28	$63,997	$66,165
Total	96	$225,871	$198,578

FCC POTS RETIREMENT

SCOPE

- Migration of traditional POTS lines to POTS IN A BOX solution for alarm line connectivity over data circuits
- Scope: 640 Identified Locations

SPEND

- $204,723/month | $2,456,668 annually
- 5,697 POTS/Trunk Lines

PROPOSED SAVINGS

- 12 Months: $684,980
- 3,087 PIAB Lines

NEXT STEPS

- APPROVAL
- PROJECT PLANNING

Custom Reporting Process

Annually

Quarterly

Monthly

Weekly

"Our data-driven processes have enabled us to capture and share valuable custom reporting with our clients. We utilize these reports to seamlessly coordinate projects with clients, providers, and vendors on a regular basis."