



## Executive Summary

You have just discovered the perfect combination of form, features and support. It's called Envision. Envision is a carrier-grade convergent billing, CRM, POS, and payment terms management suite that represents the experience of over 200 installations in more than 60 countries, and is backed by the best in world class support and a bankable \$2,000,000 guarantee.

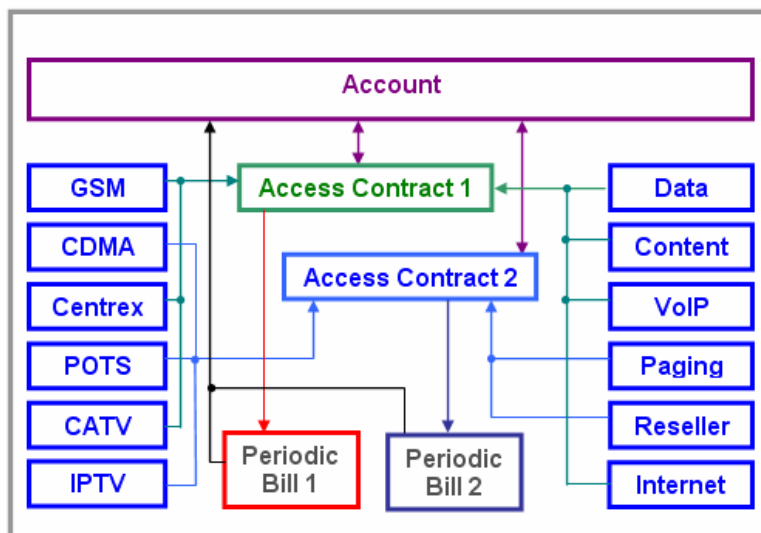
Its mission is simple; Provide solid operational support tools that pay for themselves again and again though the relentless pursuit of process automation and new revenue sources, increased customer acquisitions and significantly reduced churn, AR aging and bad debt, all while minimizing user training and skill requirements. To accomplish this mission, Envision is continually updated with thousands of new user and industry-driven features every year. This guarantees that our customers will always be far and away ahead of their competition.

While this 4-page executive summary is designed to provide readers with an overview of Envision's features, integration, and available training, installation and support, we encourage you to download our 36-page brochure. This will allow you to compare a sampling of Envision's 67,000 features to other OSS products. We believe you will quickly discover that, when it comes to insuring customer success, Envision is both uncompromising and unchallenged.

In brief, Envision includes convergent billing, customer care, fulfillment, provisioning, switch mediation, churn and credit scoring, customer retention, fraud analysis, number and SIM inventories, and post-pay, prepay, stop-limit, direct debit and credit card terms management. Its also includes automated treatment, trouble ticketing, point of sale, inventory, marketing, maintenance, scheduling, commissions, accounting, agent access, call center integration, internet access, and multiple location, language and currency support.

## Convergent Services

Envision has been designed to provide convergent support to each of the technologies shown below. Any or all of these services can be assigned to any given account.



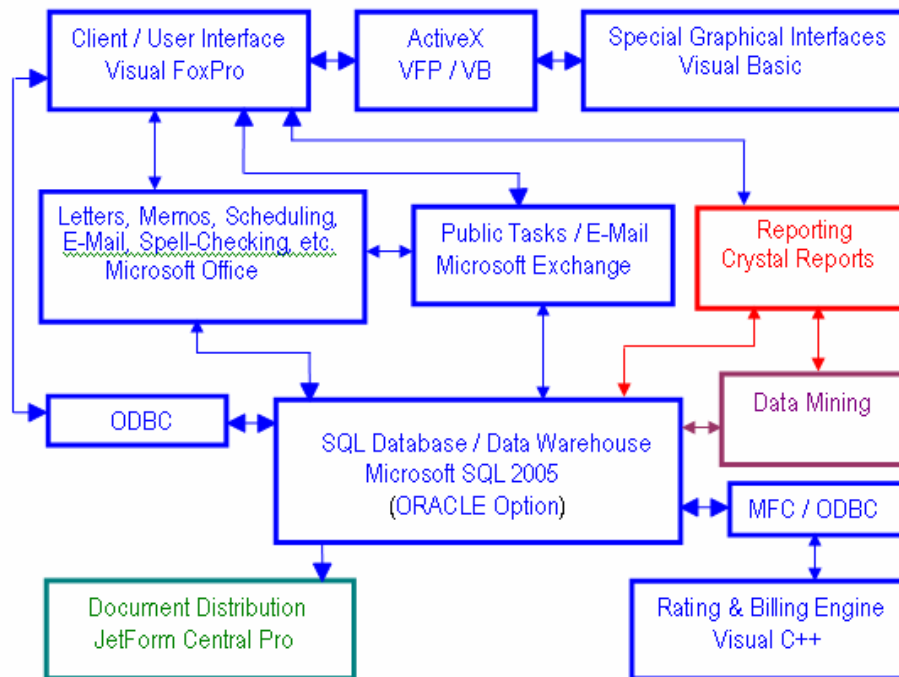
In addition to being able to accommodate a broad range of related features and functions, true convergent services support means doing so with no restrictions on how such services are grouped or billed. A simple example of Envision’s convergent billing capability is illustrated below.

Envision's user interface is designed to fully accommodate these services in a manner that remains faithfully consistent throughout all but the most service type-specific functions. To accomplish this in a form that clearly places Envision ahead of its competition, ARIS invented an entire suite of new, powerful and dynamic tools that redefine the way Windows manipulates and displays data. Using OLE and other API technologies, ARIS then connected Envision to third-party software products that substantially enhance its ability to record, analyze and distribute information. Such products include Microsoft Office, Crystal Reports, JetForm Design and Central Pro, CCH tax tables and Tele-tech toll tables.

This unique marriage of technologies provides a richly detailed picture of each caller and responses that are literally a mouse click away from hundreds of task-specific information screens. It also neatly merges the power of many valuable and familiar third-party software products into Envision’s unified single-access environment.

## Architecture

Numerous best-of-breed tools are used in the development of Envision. The contribution and relationship of each such tool is shown in the diagram below.



Except for **Crystal Reports**, **JetForm Central Pro** and the user's **data mining** tools, each of the above elements is a **Microsoft** product.

## International Features

Envision can communicate with any employee, account, contact, agent or vendor in any language of their choice. Any document (invoices, POs, etc.) can be in any language, currency, or combination of currencies the recipient chooses.

## Document Delivery

The format of all documents is completely user-defined. Furthermore, any document (invoice, PO, report, etc.) can be printed to paper, or delivered by e-mail, fax or EDI. It can also be accessed over the Internet, in the form of a PDF file.

## Envision Modules

Envision consists of the three function-specific modules described below. Together, they offer a complete carrier grade operational support solution with over 67,000 features and functions.

### OPTIMA

OPTIMA includes convergent billing, customer care, fulfillment, switch mediation, number and SIM inventories, access commissions, collections and collection commissions, accounts receivable, churn management and trouble ticketing.

### PASSPORT

PASSPORT has been designed to provide alternatives to net / post pay terms. These include prepay, stop-limit / metered billing, credit card billing and direct debit billing capabilities.

### PROTOCOL

PROTOCOL includes POS, sales / service order entry, customer care, trouble ticketing, technician scheduling, retail, technician & collections commissions, maintenance contract & warranty processing, purchasing, requisitioning, serialized & packaged inventory, bar coding, accounts receivable, collections, telemarketing, quote management and sales analysis. Supports up to 46,600 user-owned locations / warehouses.

## Training & Installation

Proper training and installation are essential to getting the most from any software product. To insure the maximum such support to our customers, ARIS offers training and installation personnel and services on a worldwide basis.

Data conversion is a process whereby data from an existing software system is converted to a format that can be electronically imported into Envision.

ARIS has performed over one hundred data conversions, from systems located around the world. These services are available to ARIS customers on a quote and contract basis.

## Support

Envision includes one year of basic support. This is designed to provide assistance to qualified users in the event of a software failure or bug. Under the basic support program, qualified users also receive periodic software updates and related documentation.

Extended support services are offered on a quote and contract basis. This is done in strict compliance with ARIS standards, which exceed those of ISO 9001.

## Contact Information

ARIS sales and support personnel may be contacted through any of the following methods:

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We hope to hear from you soon. Meanwhile, thank you for your interest in Envision!