

About Booz Allen

Booz Allen Hamilton is a leading provider of management and technology consulting services to the US government in defense, intelligence, and civil markets, and to major corporations, institutions, and not-for-profit organizations. Booz Allen is headquartered in McLean, Virginia, employs more than 25,000 people, and had revenue of \$5.59 billion for the 12 months ended March 31, 2011. (NYSE: BAH)

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Federal Strategic Sourcing Initiative Wireless Telecommunications Expense Management (TEM) Services

GSA Multiple Award Contracts

Contract Number: GS07T08BGD0003
Period of Performance: Through 10 January 2012
(with one year option period)

Rapid adoption of wireless and mobile communications to support mission objectives in operational, strategic, and tactical environments has created new challenges for many organizations. Unlike wireline services, which have reliable controls in place, the acquisition of wireless services and devices is often highly decentralized, with limited awareness of actual spending levels and asset inventories. Organizations need to define their telecommunications strategies to support their business strategies. The TEM contract establishes a common vehicle through which all government agencies can procure and use wireless services to help lower total costs associated with wireless services and bring greater efficiency to the management of wireless resources.

The Booz Allen and ProfitLine Advantage

Booz Allen Hamilton, a leading strategy and technology consulting firm, works with ProfitLine—the longest tenured supplier of wireless TEM services to the federal government—to help our clients realize substantial savings, better capabilities to monitor costs, and operational efficiencies. We work with our clients closely to ensure their success.

Booz Allen offers our clients the most efficient and lowest risk approach to achieving cost savings through wireless TEM services. Our operational insight derives from our extensive business intelligence. We offer a comprehensive suite of Business Process Outsourcing (BPO) services that manage wireless telecommunications assets throughout their life cycle. Inherent in our wireless TEM services is the integration of program and project management functions.

Ready for what's next. www.boozallen.com

Booz | Allen | Hamilton
delivering results that endure

The Booz Allen and ProfitLine Advantage

- **A proven record of supporting the full life cycle of BPO programs.** We apply our collective experience and best practices gained from work with an array of organizations to develop strategic sourcing strategies.
- **Long-term support to federal wireless program offices.** We have established and supported wireless program offices at the US Departments of Homeland Security, Treasury, and Justice. We maintain a national program management infrastructure that is supported by certified project managers who can simultaneously service multiple agencies and locations.
- **Successful transition to new telecommunications services and contracts.** We have successfully managed and supported some of the largest telecommunications programs in the federal government. We understand the complexities of the Network contract and have a proven methodology for transition.
- **Insight into wireless technology and vendor trends.** We continuously monitor and test emerging technologies and track the evolution of commercial networks and vendor products. This unique industry perspective helps organizations select the best products and plans and maximize the functionality of their wireless communications assets.
- **Experienced wireless telecommunications experts and management professionals.** Our seasoned staff of experts offer in-depth understanding of wireless industry best practices, agency specific domain knowledge, telecommunications contracts, wireless technology trends, vendor product roadmaps, and wireless carrier network enhancements.

Booz Allen's Wireless TEM services

Booz Allen and ProfitLine are committed to our clients' missions. Our services include:

- **Program and project management:** We employ industry best practices and lessons learned to ensure successful and on-time delivery of our services and deliverables.
- **End-user help desk support:** We deliver a full range of activities to help end users obtain and maintain wireless devices and services.
- **Wireless and mobility policy and standards governance:** We develop and implement organizational policies and the technology framework to enforce operational, financial, and security controls.
- **Rate plan optimization and contract optimization:** We analyze your spend and contract options, recommending measures that could decrease your expenses and/or increase performance.
- **Invoice management and dispute recovery:** We identify and resolve billing discrepancies through invoice management and audit of carrier invoices.
- **Device disposition and disposal:** We develop and implement wireless device disposition, replacement, sale, exchange, and disposal processes that integrate with inventory management systems and agency property management processes.
- **Ordering, asset management, and inventory tracking:** We employ COTS software with rules-driven policy enforcement to manage the procurement and inventory of wireless devices, services, and accessories.

Whether you're managing today's issues or looking beyond the horizon, count on us to help you be ready for what's next.