



# Knowledge Management

The service provider needs to be efficient with operations when delivering services. The Knowledge Management product provides a centralized portal to facilitate knowledge management, collaborative communications, and document management. It is the information repository, with easy to use web access, integrated with multimedia contents identified by the service provider.

## Business Benefits

The following business benefits are supported by the Knowledge Management product:

- ◆ Reduced costs by increasing network team productivity
- ◆ Increased service levels by improving team communications and knowledge

## Product Features

The knowledge management product addresses knowledge sharing and team productivity with the following features:

- ◆ Document management
- ◆ Document repository
- ◆ Project tracking, task management and issue tracking
- ◆ Office automations

**Time Sheet** provides a fully customizable, integrated on-line time sheet for employees to track time spent on various projects. Completed time sheets are posted and automatically sent to the appropriate supervisor for approval or revision.

**Asset Management** manages and tracks details about network and information systems devices allowing the user to create, edit, assign, and manage the devices within a company.

**Document Repository** provides a powerful and user-friendly interface for managing and archiving documents on a shared server.

**Issue Tracking System** provides a forum for users to electronically exchange and monitor the progress of issues, enhancement requests or other requirements that will require monitoring and visibility.

**Project Tracking System** provides a powerful tool designed to be used by project management, planners, and resource managers as they manage and keep track of on-going company projects.

**Help** provides context sensitivity and fast access to specific module help topics.

**Administration** provides a set of links that give administrators and users an easy, efficient, and user-friendly access to all of VNS' administrative functions

**Portal** enables users to have their own customizable portal screen.

**FAQ** enables users to view frequently asked questions (FAQs) and to submit their own FAQs to the system administrator.

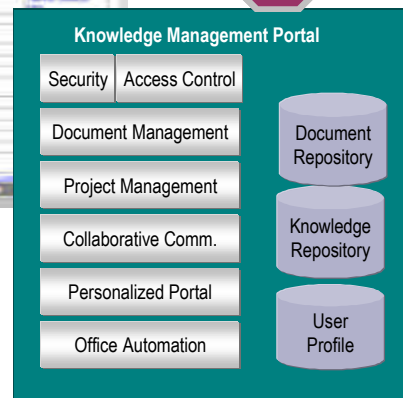
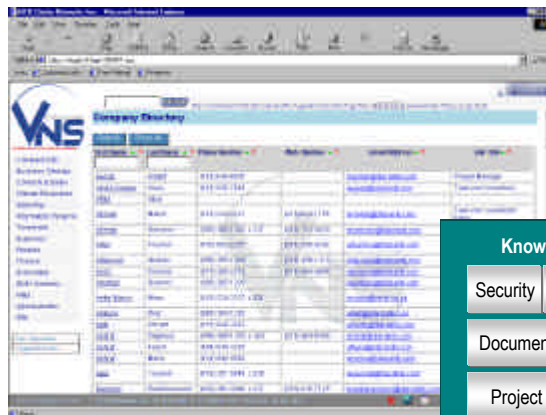
**Task Management** enables the user to add and update notes, and assign and manage tasks for any application user.

**Message Board** enables users to post messages for broadcast purposes.

**Suggestion Box** enables users to submit suggestions to, and receive feedback from, the system administrator.

**Discussion Form** enables users to selectively initiate and participate in discussions with other individuals or groups.

**Directory** displays and manages company directory listings.

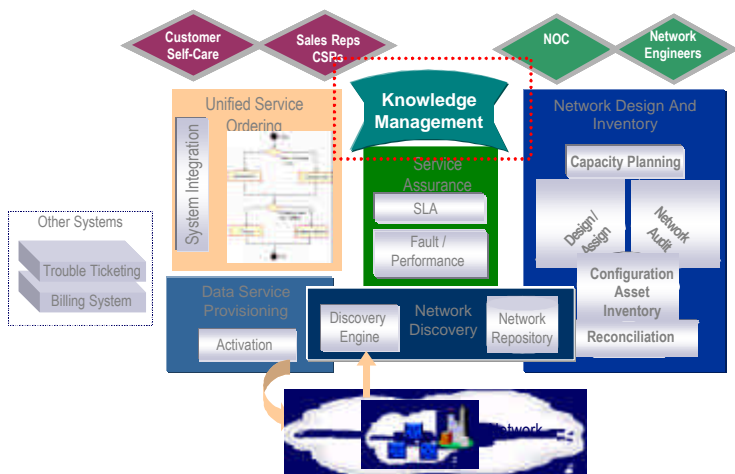


**Knowledge Management: Product Overview**

## NTG Clarity Product Suite Overview

NTG Clarity also offers Knowledge Management as part of its end-to-end software suite. It is also the common component for Network Design and Inventory, Data Service Provisioning and Service Assurance to support engineering based knowledge sharing and collaborative communications.

The products in the suite can be implemented individually, or integrated in the suite or with other operations support systems.



**NTG Clarity End-to-End Software Product Suite**

The following are brief overviews of the other products in the suite.

**Unified Service Ordering:** As a service provider, enabling the sales force and customers with direct ordering provides the competitive advantage. This product offers rapid service modeling and flexible order captures by different channels. Its order entry and order management are enabled with the scalable J2EE / XML technologies. It can be integrated with flow-through service activation and billing while providing centralized customer information and service catalogue.

**Network Design and Inventory:** The service provider must leverage existing networks and continue to build new networks for offering competitive services. This product improves every aspect of networks, from planning, design to ongoing maintenance. Its deep discovery capability supports network audit for data integrity for keeping accurate inventory and facilitating engineering design.

**Data Service Provisioning:** Creating and activating services rapidly is a key requirement when fulfilling customer data services on a timely basis. This product, coupled with auto-discovery capability and built-in end-to-end circuit design, automates the complex process of creating and activating data services over multi-vendor multi-technology networks.

**Network Discovery:** Maintaining an accurate network inventory can be time-consuming and costly, but it is essential to have in order to deliver services properly. The Network Discovery product, also used as the common component embedded in other products in the suite, is the answer to keep track of the network resources directly from the network, both at the physical and logic level in an automated interface.

**Service Assurance:** The service provider must ensure the quality of customer services. This product proactively tracks; correlates network events and alerts with customers. It supplies the network and service assurance through fault and performance to meet customer service level agreement.

## Software Implementation Services

NTG Clarity provides software implementation and integration services that cover the full life cycle of solution implementation with key activities in:

- ◆ Project Management
- ◆ Requirements Analysis
- ◆ Functional and Architecture Design
- ◆ Customization, Integration and Implementation
- ◆ Documentation and Training
- ◆ Installation, Configuration and Performance Tuning
- ◆ User Acceptance Testing
- ◆ Support and Maintenance

## Who is NTG Clarity?

- ◆ Full Service and Quality Networking Company
- ◆ #4 Fastest Growing Company in Alberta for 2001
- ◆ Publicly trading on the CDNX under symbol NCI
- ◆ Established in 1992
- ◆ Offices in Toronto, Montreal, Calgary, Vancouver, US and Egypt
- ◆ Experienced in developing and delivering enterprise and telecommunications solutions

## Why NTG Clarity?

- ◆ Specializes in networks and network applications
- ◆ Guarantees results and willing to share the risks
- ◆ Client Centric
- ◆ Help evolve and maintain your environment while phasing out old technology applications
- ◆ Flexible engagement model



**People. Products. Technologies.**  
**Network Software Solutions.**

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