



Unified Service Ordering

As a service provider, enabling a sales force and customers with direct web-based ordering provides a strong competitive advantage. NTG Clarity's Unified Service Ordering software offers rapid service modeling and flexible order captures by different channels over the Internet. It can be integrated with flow-through provisioning and service billing while providing centralized customer information and service catalogue access.

Business Benefits

The following business benefits are supported by the Unified Service Ordering product:

- ◆ Improved customer service by fulfilling orders in minutes instead of days
- ◆ Reduced costs by automating labour-intensive order processing
- ◆ Faster time to market for products and services

Product Features

- ◆ Internet-based ordering for products and services
- ◆ Integrated with flow-through provisioning and other systems
- ◆ Direct access by customer, sales or CSR
- ◆ Rapid service launch for ordering

Unified Service Ordering includes the following components:

Product Catalogue provides maintenance of all products and services or product data in a parent/child hierarchical structure and can be used to define customized services in bundled, tiered, volume and flat pricing structures. It can be used to define features, mandatory and optional, for products and services.

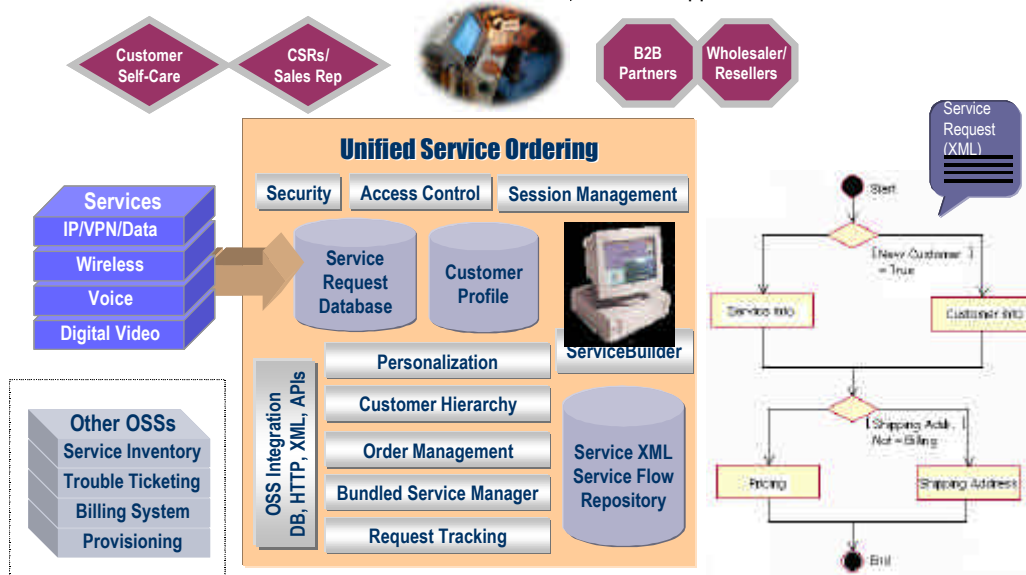
ServiceBuilder provides an easy to use GUI environment that enables a product manager or a business analyst to add, define and modify product and service sales workflow or customer self service purchasing flow. It also allows the management of business rules for sales and purchase flows, and CSRs workflow for service fulfillment.

TranformBuilder provides an easy to use GUI environment where by an IT analyst can define and manage the transformation rules that are used to generate the front-end presentation for sales and customer use over the Internet or mobile devices. It eliminates the tedious and time-consuming effort of coding the presentation logic. It also provides an integrated user presentation with a scale server environment to handle service and order volumes from both sales and end customers.

WebPortal is the web environment that integrates sales and customer self purchase functions with personalization and access control. It can organize consumers into different target segments with specific consumer service offerings, or structure enterprise customers by departments to service their service purchase needs.

Web Order Entry and Order Management provides e-business enabled service order capture along with customer order status tracking. The order management offers CSRs the ability to search, view and edit specific data as per service fulfillment logic.

Scaleable Run-time Environment: The overall run-time environment provides scalable, robust and reliable control for managing the sales processing and customer self-purchasing flow with user-defined business rules. It provides the open API that can be used to integrate with customer relationship and billing systems, and network operations systems. It is based on proven J2EE /XML technology with open APIs to integrate with various systems for real-time transactions, and to provide high volume support.

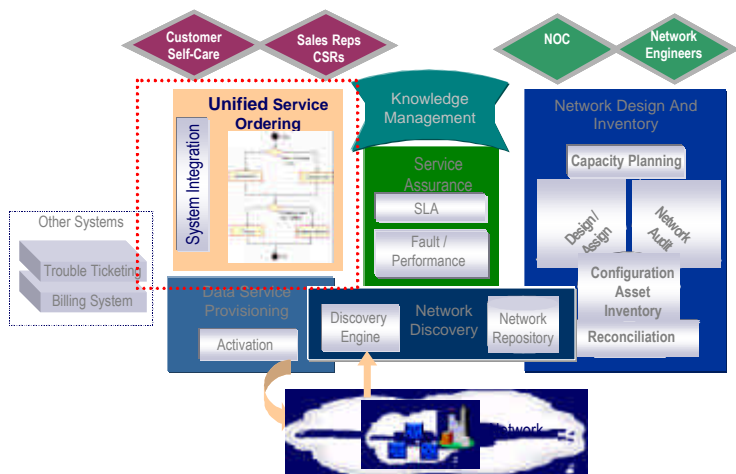


Unified Service Ordering: Product Overview

NTG Clarity Product Suite Overview

NTG Clarity also offers Unified Service Ordering as part of its end-to-end software suite.

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.

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.

Knowledge Management: The service provider needs to be efficient with operations when delivering services. This 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.

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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