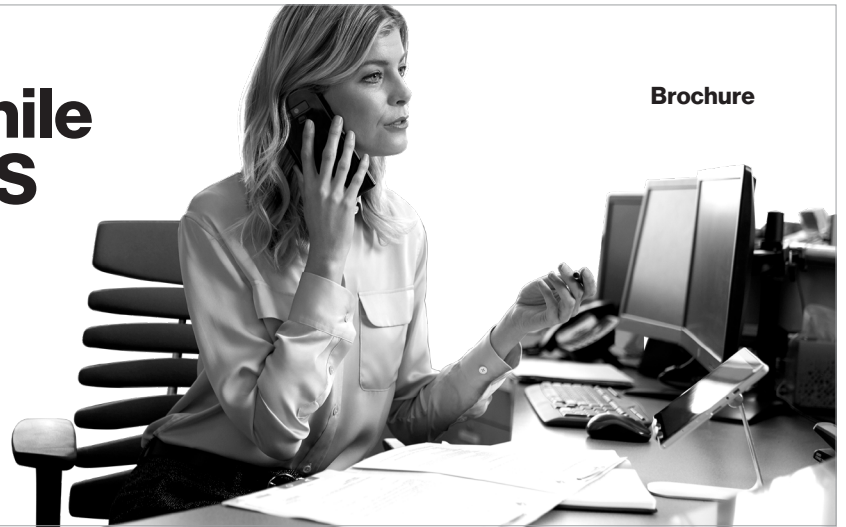


Minimizing risk while transitioning to EIS

Brochure



Federal government IT leadership is working on how to leverage a huge government contract to transform its IT infrastructure. The Enterprise Infrastructure Solutions (EIS) contract is poised to replace existing contract vehicles, such as Networx and Washington Interagency Telecommunications System (WITS) 3 and local service agreements (LSA) by 2023, and there is a lot of work to be done before that date.

At Verizon, we recognize that federal government agencies are trying to balance the urgency of contract transition to EIS with continuity of operations and the complexity of strategic modernization. To do so, agencies need a strategic technology partner that can help them identify transformative solutions that maximize their return on investment and minimize risks to daily operations and their mission. An experienced vendor partner is critical, whether you're making the transformational leap immediately or after the initial contract transition. Verizon's experience dealing with these types of large contract transitions can help you improve agency performance, increase network flexibility, strengthen cybersecurity and lower costs.

Like-for-like back-office transition

One strategic solution to timing and volume concerns is the back-office transition (BOT) for "like-for-like" services. This low-risk, less-administrative transition process is a back-office billing process that systematically moves your services from one contract vehicle to another and requires no service downtime. Ninety percent of Verizon service orders on existing contracts are BOT eligible. Verizon is the incumbent provider for the majority of the federal government agency services under the WITS and Networx contracts. This makes Verizon the only EIS contractor that can transition your Verizon-provided services using the BOT process.

Verizon's transition platform, called Migration Factory, has been designed specifically for moving legacy inventory and invoicing of select products from one contract vehicle to another. The process will support everything from complex customer services and inventory to simple structured global products. Verizon provisioning systems are not changed, and the involvement of local exchange carriers is not necessary.

Should your agency choose Verizon's BOT approach over the standard ordering process, it will also help greatly reduce agency administrative tasks, such as submitting orders. Verizon will create your transition orders as defined by the agency-approved transition plan. As part of this process, Migration Factory will automate the creation of disconnect orders for legacy contracts and install orders on EIS.

The Migration Factory BOT process allows for:

- Use of the latest technology for inventory analysis, such as artificial intelligence and machine learning (AI/ML)
- Fewer administrative tasks; no orders are necessary from the agency
- For eligible products, there's no limit to the number of services that can transition in a transition month (dependent upon clean inventory)
- Rate validations to agency task order rates during the transition process
- Premigration test runs: comprehensive migration validation prior to a production transition run
- No provisioning impact or service downtime
- Rollback procedures that serve as transition safeguards

Profile migration: Process and business actions

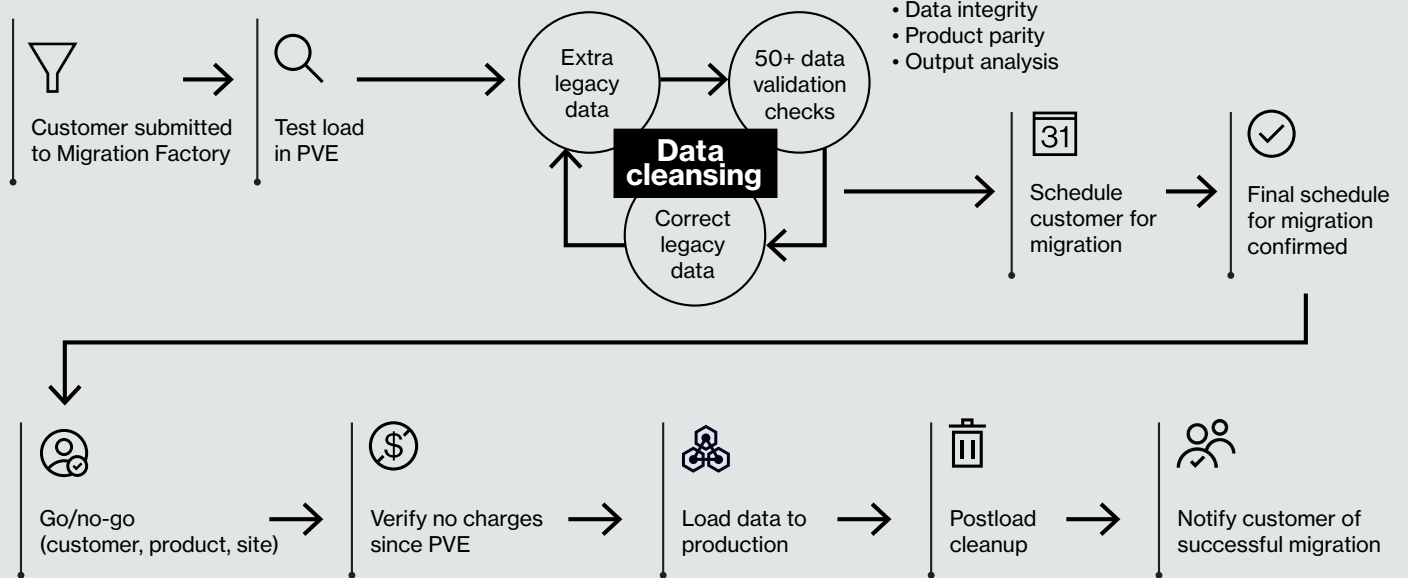
How does it work?

Migration Factory

1. Gather customer data from all Verizon legacy systems
2. Transform the legacy data to fit into the current platform
3. Test runs prior to each live migration (production validation environment [PVE])
4. Load transformed data into current platform

Business Actions

1. Data integrity (DI) and product party (PP) cleanup during the limited window
2. Price variance reviews
3. Evaluate sites for production migration



The right partner for your modernization needs







Verizon has a proven history of successfully transitioning millions of telecom services for the predecessor contracts, from WITS2001 to WITS 3 and from FTS2001 to Networx. We've leveraged our experience to enhance and modernize our BOT approach, and we're using the latest technology for data gathering and the cleansing of existing Verizon inventory. We've also implemented AI/ML solutions for inventory analysis, because clean inventories are essential to successful transitions. This allows us to use machine-learned predictive analysis and root-cause identification to find inventory discrepancies. All Verizon inventory gets analyzed by a group of data scientists who customize the latest AI programs to help deliver an accurate, successful transition for your agency.

We can also validate inventory and move services all at once from legacy contracts (Networx/WITS/LSA) to EIS in large quantities with very low risk and zero interruption of service. The BOT process includes built-in audit points with rollback procedures in place to help generate an accurate and timely EIS invoice, while keeping services on legacy contracts in place until audit failures get resolved.

In parallel with the BOT transition activity, Verizon can work with your agency to identify the transformative solutions needed to modernize your telecommunication services. Verizon's transition approach will also provide an integrated plan to cut over or install new services to care for mission-critical agency needs.

Postmigration

Once migration activity is complete, the Verizon billing teams start their preliminary invoice review. This process runs a complete preliminary invoice cycle, allowing for charge/contract line item number (CLIN) validation and internal accuracy reporting. After the preliminary invoice has been reviewed and approved by the internal billing team, the billing team runs a production bill cycle and completes a final audit of the invoice before releasing it to your agency. Invoice validation audits include:

-  Mandatory field check
-  Disconnect validation off of the legacy invoice
-  Installation onto the EIS invoice
-  Rate validations
-  CLIN validations
-  Invoice charges to order validation

Our track record at a glance

Verizon has maintained an average of 99.9% billing accuracy on Networx Universal and 99.7% accuracy on Networx Enterprise in accordance with the guidelines governed by the accuracy SLA stated in the Networx contracts.

Once the invoice has been delivered, your dedicated Verizon billing staff will set up a first invoice review to walk you through the details to enable an understanding of the charges and any applicable taxes and surcharges.

Transition completion tracking

You can validate any transition orders via the [EIS Verizon Enterprise Center portal](#). Each transition order will be displayed within the EIS Orders tool, with downloadable reporting available to help you easily track a transition. We track transition results closely and also produce a transition-of-services report that shows transition status by product and contract.

Success is understanding and controlling the challenges presented by the changing technical environment. At the foundation of it all is our commitment to you.

Verizon has invested the time and resources necessary to make EIS a success. We're confident that our commitment, our people and our support systems provide a collaborative and unified way to meet your complex needs.

The right EIS partner can show agencies the way to help meet challenging transition deadlines, improve performance, increase network flexibility, strengthen cybersecurity and lower costs. The opportunity for agencies is immense. We hope you choose Verizon to be your strategic business partner for EIS.

For more information about how Verizon can help your agency manage the transition to EIS, please contact your Verizon Government Account Manager.