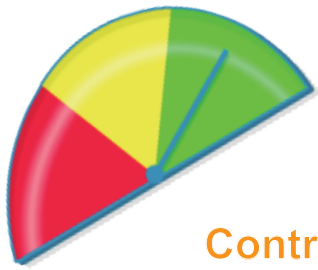


Order Management – Billing – Issue Tracking

Business Performance Dashboard – Account/Subscriber Management



**Control your business...
Order through cash!**

Sajus Technologies is a provider of customizable order-through-cash solutions for mid-sized and larger organizations. We use our proven SajusAssureTM line of products to streamline the process of receiving orders, provisioning products and services, billing customers, monitoring performance, and tracking issues.

Sajus provides “Software as a Service” solutions so there is no need to install and maintain expensive software on your premises. Sajus can manage your solution entirely or train your staff to handle maintenance. Sajus solutions can be purchased as monthly subscriptions or standalone installations.

Who Benefits From Sajus Solutions?

- Do you have complicated billing needs like tiered/stepped pricing, metered transactions from multiple systems, complex contracts, different pricing for different customers and/or marketing promotions?
 - Are you reselling services from multiple vendors and having difficulty reconciling with customer bills?
 - Is your existing system expensive to maintain?
 - Does your billing system limit you from launching new products & services?
 - Do you have unique order processing or billing requirements that your current system doesn't handle?
 - Are there costly manual inefficiencies in your order management/billing processes?
 - Are you concerned that your process is in compliance with regulations, service level agreements, and corporate objectives?
 - Are customer and internal complaints effectively and efficiently tracked, open through close?
 - Are all critical performance indicators being automatically monitored?
 - Are error-prone, manually created spreadsheets being used to keep track of important metrics?
-

If you answered yes to any of these questions, you can benefit from a Sajus solution.

Order Management

Benefits

- Sell what you want to sell – supports complicated products, services, and subscription-based orders
- Reduce call centre and administrative costs through customer self care portal
- Increase competitive advantage through ease of adding new & unique product/service offerings

Who's Using Sajus?

Companies such as:

- Rogers
- Yak Communications
- Stryker

Want to increase revenue, decrease costs, be more competitive and improve customer satisfaction?

The order management process should allow customer service reps to focus on relationships and selling, not paperwork or cumbersome systems.

Sajus believes that a company and its customers are best served by effectively taking and tracking an order through its lifecycle. That means that when a customer places an order and has a certain expectation, that expectation is fulfilled. Furthermore, the company expects timely payment, and certainly that expectation must be fulfilled as well.

SajusAssure™ Order Management Features

- Captures orders via customer service reps or via customers themselves online.
- Eliminates paper forms
- Automates and simplifies complicated order management workflow
- Ensures order accuracy
- Real-time order status
- Data stored for sales forecasting and cross-selling promotions

The screenshot shows a web browser window with the following content:

- SAJUS TECHNOLOGIES** logo with tagline: CONSTANT. COST EFFECTIVE. CONTROL.
- Order Today** header
- Log in to an Existing Account** section:
 - Text: "If you have previously created a Secure Mail billing account, log in with your email address and billing password."
 - Form fields for **Email Address** and **Password**.
 - sign in** button.
 - [Forgot your password?](#)
- Text: "Use the calculator below to determine the monthly cost if you are ordering more than 1 Secure Mail License."
- Table:

Quantity	Description	Price
<input type="text" value="1"/>	♦ ID for 1 email address ♦ plugin for Microsoft Outlook or Outlook Express	\$10.00 / Month*
- calculate** button.
- I'm a New Secure Mail Subscriber** section:
 - Text: "You will need to read and agree to the End User License Agreement in order to proceed."
 - Buttons for **FREE TRIAL AGREEMENT**, **SERVICE**, and **TERMS OF SERVICE**.

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Billing

Benefits

- Powerful rules engine and templates enable quick addition of and changes to offerings and promotions – increasing competitiveness
- Affords companies the ability to manage unique pricing arrangements
- Allows a company to bill the way marketing wants to bill

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Want to increase revenue, decrease costs, be more competitive and improve customer satisfaction?

The billing process is the lifeblood of any organization

Businesses with complex billing requirements are in a position to gain competitive advantage through arming themselves with sophisticated billing capabilities. Companies who can meet customers' billing expectations, rapidly launch new products and services, and handle any promotion that marketing dreams up are at a significant advantage to increase market share.

SajusAssure™ Billing Features

- Track and collect metered data
- Automatically flag and log exceptions in the billing process
- Complex contract management advanced recurring fee billing support
- Integrates with in house systems
- Supports tiered & stepped pricing, volume/usage based pricing, discounts, promotions, backward/forward proration, future pricing considerations
- Produce management reports

Order Steps

1. Enter Profile Information
2. Enter Payment Information
- 3. Confirm Order Information**
4. Download and Installation Instructions

Please Confirm Your Order

Please review the information below and click the "Confirm Order" button to complete your order.

Secure Mail licenses		
Email Address	Name	Price
1. polaris1224@hotmail.com	sajus sajus	\$10.00

Credit Card Information

Card Number	4111XXXXXXXX1111
Expiration Date	2008/04
Name On Card:	sajus sajus
Billing Address:	skymark mississauga ON a2b2s8 CA

Payment Summary

Secure Mail licenses	1
Subtotal:	\$10.00 / month
Taxes:	
GST (7.0%)	\$0.70
PST (8.0%)	\$0.80
Monthly Total:	\$11.50 / month
First Billing Date:	30-Nov-2006

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Business Performance Dashboard

Benefits

- Improves bottom line results
- More efficient and accurate communications of key performance indicators
- Broad-based business performance improvement

Who's Using Sajus?

Companies such as:

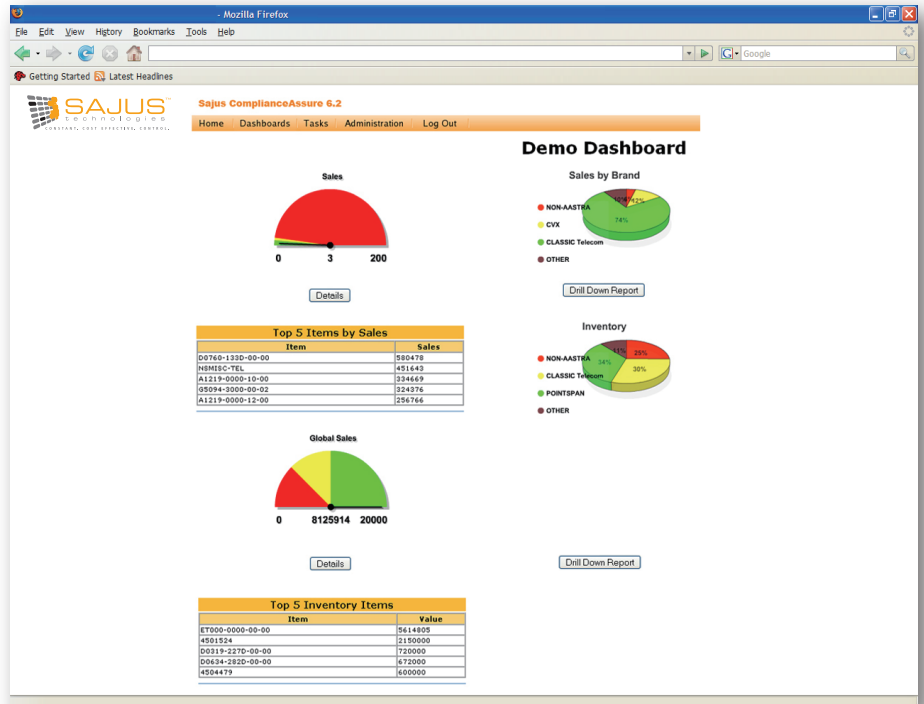
- Rogers
- Yak Communications
- Stryker

Want to increase revenue, decrease costs, be more competitive and improve customer satisfaction?

Sajus ComplianceAssure™ makes finding the right information a snap. Key performance indicators that are important to you are presented via an easy to read and informative dashboard. Drill down to underlying reports to so that important and timely business decisions can be made based on the correct data.

SajusAssure™ Compliance Features

- Monitor customer usage and financial data
- Reconcile cost with revenue
- Automatically flag and log exceptions in the customer order/billing process
- Ensure internal controls are effectively and efficiently followed
- Identify regulatory compliance breaches
- Ensure service level agreements with customers are met
- Produce management reports



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Issue Tracking

Benefits

- Avoid customer dissatisfaction through end-to-end complaint tracking and monitoring
- Improve efficiency by ensuring internal problems are tracked and resolved
- Increase overall organizational responsiveness and speed

Who's Using Sajus?

Companies such as:

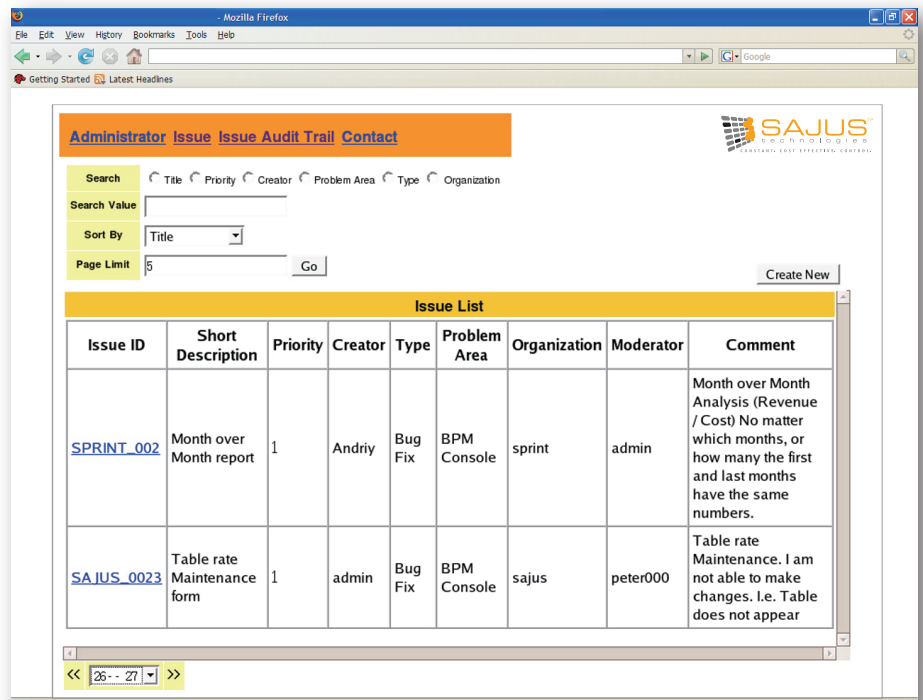
- Rogers
- Yak Communications
- Stryker

Want to increase revenue, decrease costs, be more competitive and improve customer satisfaction?

The keys to better business process management, are automation and monitoring. Automation is a great way to reduce costs, improve efficiency, and increase speed. However, when exceptions occur they can be highly detrimental if not caught and addressed. Sajus software allows routine tasks to be automated and gives people the tools to manage exceptions.

SajusAssure™ Remediation Features

- Tracks and manages process exceptions, customer inquiries, employee issues, or other process related problems.
- Support for distributed teams
- Web-based system
- Simple and easy-to-use
- Tight security
- Full audit trails
- Management reports



The screenshot shows a web browser window displaying the SajusAssure application. The interface includes a navigation menu with 'Administrator', 'Issue', 'Issue Audit Trail', and 'Contact'. Below the menu is a search section with a search value field, a 'Sort By' dropdown set to 'Title', and a 'Page Limit' field set to '5'. A 'Create New' button is also present. The main content area is titled 'Issue List' and contains a table with the following data:

Issue ID	Short Description	Priority	Creator	Type	Problem Area	Organization	Moderator	Comment
SPRINT_002	Month over Month report	1	Andriy	Bug Fix	BPM Console	sprint	admin	Month over Month Analysis (Revenue / Cost) No matter which months, or how many the first and last months have the same numbers.
SAJUS_0023	Table rate Maintenance form	1	admin	Bug Fix	BPM Console	sajus	peter000	Table rate Maintenance. I am not able to make changes. I.e. Table does not appear



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Account /Subscriber Management

Benefits

- Easily manage subscribers and groups of subscribers
- Improved customer service through customer self management facility
- Flexibly offer promotions, trial periods, variable bill cycles, and multiple billing options per service

Who's Using Sajus?

Companies such as:

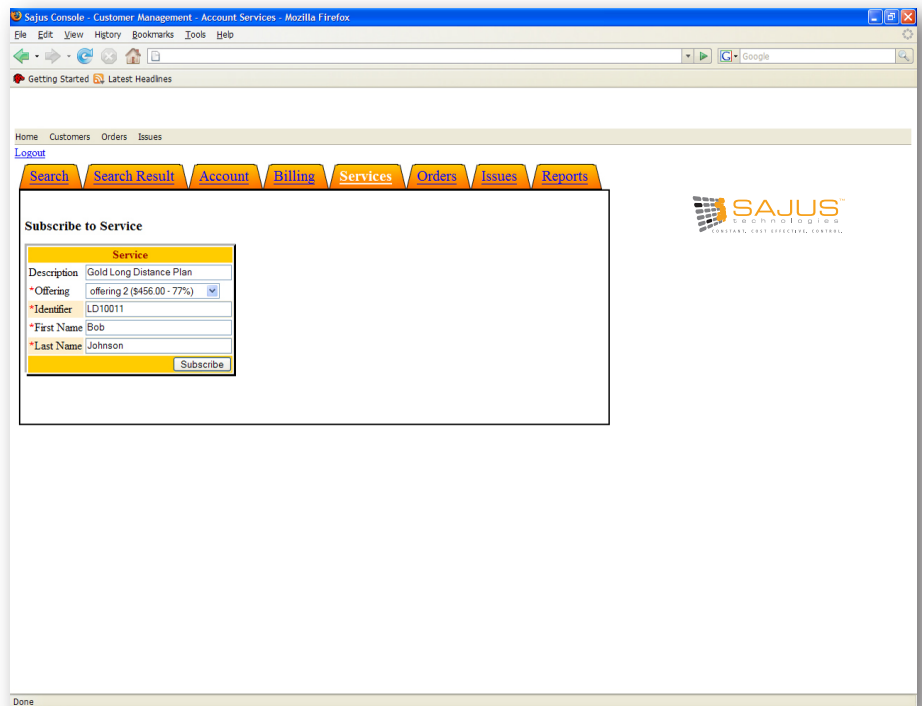
- Rogers
- Yak Communications
- Stryker

Want to increase revenue, decrease costs, be more competitive and improve customer satisfaction?

Sajus Account/Subscriber Management allows organizations to flexibly manage subscribers and accounts (groups of subscribers). Customer service representatives or customers themselves can manage profiles, services, and membership types. A variety of billing and transaction history reports are also available. This system will help you ensure that your customers are able to purchase your products and services the way they need to.

SajusAssure™ Account/Subscriber Management Features

- Supports virtually any recurring fee product or service for subscribers or groups of subscribers
- Management reports
- Import export capabilities
- Renewal, cancellation, and re-activation features
- Customer search functionality
- Promotion management



The screenshot shows a web browser window with the title "Sajus Console - Customer Management - Account Services - Mozilla Firefox". The browser's address bar shows "http://www.sajus.com". The page has a navigation menu with tabs for "Search", "Search Result", "Account", "Billing", "Services", "Orders", "Issues", and "Reports". The "Services" tab is active. The main content area is titled "Subscribe to Service" and contains a form with the following fields:

Service	
Description	Gold Long Distance Plan
*Offering	offering 2 (\$456.00 - 77%)
*Identifier	LD10011
*First Name	Bob
*Last Name	Johnson
<input type="button" value="Subscribe"/>	

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