

TnT Expense Management Selected as Finalist for Innovation of the Year

SANDY HOOK, CT., February 3, 2010— TnT Expense Management, the premier global provider of telecommunications and technology expense management services, announced today that it has been chosen as a finalist for the AOTMP's 2010 TEM Innovation of the Year Industry Excellence Award for its Global Network Operations Center (GNOC). It is used to help manage TnT's TEM business process outsourcing (BPO) and SaaS-based platform engagements for fixed line and mobile programs.

The GNOC helps TnT address the challenges of scaling its global operations by providing 24/7 around-the-clock monitoring of client engagements with multi-tier reporting and alerts. "It provides a comprehensive view for TnT's TEM operations, processes and client Service Level Agreements (SLAs) around the world, which enable us to focus on critical performance metrics," said Tony Bodetti, TnT's COO. "This investment in new technology illustrates TnT's commitment to quality control and customer service," added Bodetti.

A cutting edge high-tech video console is the centerpiece for operational controls, quality control, and better customer service. The console monitors and reports key metrics for invoice activity, inventory, claims, vendor data, client services, customer accounts payable carrier billing, provisioning, service help desk activity, project and audit activity, network monitoring, and more. To date, the underlying system has been programmed to proactively monitor 162 critical success activities with more being added as needed.

"The GNOC takes these quality control initiatives to the next level with a flexible control panel that allows managers to adjust thresholds at the client, carrier or analyst level. It provides corporate and executive level visibility into performance that is, to date, unmatched in the market. The GNOC enables TnT account managers to integrate quality control practices into their daily activities with standardized processes and quality protocols that help us to achieve better results for our clients," said Lori Thomas - VP Global Head of Client Services.

"TnT has been committed to quality and client satisfaction for years; the GNOC shows a continued focus to stay ahead of competitors by implementing the most current technology. We are pleased to see our innovative approach to managing internal operations and client deliverables is now being recognized by the industry through these awards. The GNOC is an integral part of our efforts to achieve the highest customer satisfaction ratings and Best in Class service. TnT looks forward to presenting this innovation at AOTMP's annual show and the selection of the ultimate winner," added Thomas.

About TnT Expense Management:

TnT Expense Management, the premier global provider of telecommunications and technology expense management, provides a complete range of high caliber, managed services designed to reduce or optimize telecom and wireless expenses for global enterprise clients in all major industries and government. Our customized services help clients achieve greater control and visibility over their telecom spend, which results in significant cost savings for them.

Additional information about TnT Expense Management can be found at www.tntem.com.

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