

Prospects for Managed & Hosted Solutions

Ross McAlpine

President, Services Division

Inter-Tel, Incorporated



Understanding Today's Market Drivers

- Technologies have converged
- Business-enhancing applications capture mind-share
- Service & support become major differentiators & requirements
- Companies prefer to work with one vendor



Addressing Business Unit Needs

Sales, Operations & Administrative staff will embrace new technology if it tangibly impacts three fundamental business drivers:

- Generating Revenue
- Streamlining Operations
- Controlling Costs



Addressing IT Requirements

IT staffs will endorse specific vendor solutions only if they offer:

- Flexibility
- Manageability
- Reliability / Redundancy
- Security
- Accountability



Managed Services: Serving The Sophisticated Marketplace

The Successful Providers Combine CPE
and other Service Provider Elements To
Serve Their Customers in a Converged
Environment

- Delivers end-to-end communications solutions for a fixed monthly fee
 - Hardware & software
 - Business-specific applications
 - Data network planning & provisioning



Managed Services (*cont.*)

- Carrier services & connectivity
- Upgrades & migration
- 24/7/365 service & support

- Allows customers to outsource their communications needs & focus on their core business
- Provides a single point of contact / accountability
- Eliminates CAPEX investment



Managed Services (*cont.*)

- Helps customers manage cash flow
- Enables businesses to integrate new technologies when they choose



Managed Services Hosted Services

Flexibility

- Dynamic Bandwidth Allocation allows customers to maximize their data bandwidth
- Real-time changes via Administration Portal
- Scalable: add telephone numbers and/or high data speeds



Managed Services Hosted Services

Simplicity

- Integrated voice and data over a single T1
- Flat monthly price including: Local, Long Distance, Data, Hosting
- One invoice from one proven service provider with one point of accountability



Managed Services Hosted Services

Value

- Unlimited Local and Domestic Long Distance Calling at no additional charge
- Broad feature set included in the base package
- Reduced Taxes
- Application Solutions available including Auto Attendant, Call Center and Voice VPN



Managed Services Hosted Services

Customer Issues:

- Security
- Reliability / Redundancy
- Special Applications
- Accountability



Managed Service Programs

- Traditional on-premise platforms with additional services and support included
 - Manufacturer owned or supported
 - Fixed Costs, no CAPEX, Single Point of Contact
 - Customized to Customer specific needs
 - Security – On premise behind Firewall



Managed Service Programs

Features / Services

- Service and Warranty 24/7/365
- Software Upgrades
- Fixed Rates for Expansion
- Obsolescence Protection
- Risk of Loss Coverage
- System Training



Managed Service Programs

Customer Issues

- Long Term Agreements
- Flexibility in additions / deletions
- Credit requirements

