

Axxess® Converged Communications Platform

For the Medium and Large Enterprise

THE ENTERPRISE CHALLENGE— A ONE-SIZE COMMUNICATIONS SOLUTION DOES NOT FIT ALL

Today's communications environment is so much more than just a desktop phone, and your enterprise has business-specific requirements based on:

- Number of employees, offices and locations
- Mobility needs of your workforce
- Customer and client service relationships
- Interaction with vendors and suppliers
- Network security requirements

Today's business world requires that your associates have the freedom to connect whenever and wherever they need to, boosting awareness of customer, vendor and supplier needs and improving response times. Your enterprise needs to expand your communications solutions securely across multiple systems and locations without duplicating infrastructure to improve business performance.

THE INTER-TEL SOLUTION— ENHANCING YOUR COMMUNICATIONS SOLUTION WITH IP NETWORKING

Whether your employees operate in a large office complex, off-site in remote positions or in locations across the country, the Inter-Tel Axxess Converged Communications Platform makes it possible for your business to create a truly collaborative workforce in a way that makes the most

sense for them—and your enterprise. Inter-Tel can seamlessly network up to 63 Axxess systems across multiple locations together over a traditional and/or IP-based infrastructure, providing up to 40,000 ports. Full-feature transparency, leveraged with the power of the Internet, allows all of your employees to share the same features whether they are in an office, traveling or working remotely. By harnessing the Internet, your business can extend your communications systems worldwide, and with an Inter-Tel Axxess platform, you can easily add advanced Presence, Collaboration and Messaging applications that enable your enterprise to increase revenue, lower operating costs and boost associate productivity.

Improving Business Processes with the Right Applications

- Applications Platform: IVR – *Flexible Interactive Voice Response Platform*
- Attendant Console – *Desktop Call Handling Application*
- Call Center Suite – *Scalable Customer Relationship Tool*
- Connection Assistant – *Business Workgroup Productivity Tool*
- Enterprise® Conferencing – *Cost-Effective Audio Conferencing & Web Presentation Tool*
- Enterprise® Instant Messaging – *Secure, Browser-based IM Tool*
- Telephony Manager – *MSCRM Integration*
- Unified Communicator® – *Intelligent Presence Management and Call Routing Software*
- Unified Messaging software – *Single Point of Contact for Voice Mails, E-mails and Faxes*



FAST FACT...

By using a single network infrastructure, IP communications solutions strengthen an enterprise's competitive position and deliver a measurable return on investment through enhanced company-wide collaboration opportunities.



Addressing Specific Business Spaces

Inter-Tel is uniquely positioned to tune our programs to address your specific business space. With the ability to scale the Inter-Tel Axxess platform up to 10,000 users, Inter-Tel offers communications growth options for your enterprise, when you need it, without forklift upgrades. Inter-Tel is also positioned to service the requirements of industry segments through business-specific applications that drive your performance and productivity; and solutions that support and enhance *your customers'* experience. We specialize in the automotive, education, financial services, health care, insurance, manufacturing and real estate industries; as well as local, state and federal government agencies. Choose from seamless integration, ease of management, specialized-area deployment and containment, and other priorities that are important to you.



Communications Continuity

Inter-Tel considers all the requirements of an investment in a comprehensive communications system—we know it's more than just a one-time acquisition of equipment—it's an investment in the continuity of your business. That's why Inter-Tel has developed a comprehensive financial solution program that considers all the costs of operating your business communications system. And, month after month, year after year, we remain committed—and accountable—to your business, as a single-point-of-contact for:

- Full Service and Warranty
- Guaranteed Rates for Expansion
- Upgrade & Recast Flexibility
- Free Software Upgrades
- Risk of Loss Coverage
- Disaster Recovery Options
- System Training
- Discounted System Relocation
- Guaranteed Renewal Options

Comprehensive Services and Solutions

Inter-Tel's Managed Services Program is designed to address your Total Cost of Ownership—merging business and technology based on your unique business model. We provide enterprises with end-to-end business communications services and solutions including equipment, applications, carrier services, planning and provisioning, custom application development, and peripheral products integration, as well as the ability to add emerging technologies that respond to your enterprise's needs—strategically connecting financial and application objectives to deploy tangible, practical business solutions. Whether you are a company with multiple locations in the same city, or an enterprise with geographically dispersed locations and employees, Inter-Tel can build the right solution for you.



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