

IP OFFICE TECHS

888-530-9112



AVAYA

BUSINESSPARTNER

► About Us



Started in 2002, IP Office Techs has been providing Telecom Solutions to Milwaukee and the Midwest - we sell & service directly to our customers, but we also have been chosen by Avaya Platinum Business Partners to service their customers locally for them. Our techs are fully certified and have the experience and people skills to listen to your needs, then program your system to meet those needs.

Just one call and you'll see that you have found a caring company that can meet your communication system goals.

IP Office Techs is well positioned to give the customer a complete end to end solution for their technology infrastructure. Whether it's phones from Avaya or Nortel - we have the experience and referrals to back it up!

IP Office Techs provides direct service for businesses and also other telecom companies as a subcontractor. We cover the Milwaukee Metro Area, SE Wisconsin, NE Illinois, Chicago Metro, Rockford, Appleton, Madison, and Green Bay. If you would like a quote on a new system, upgrades, phones, or licenses, please do not hesitate to let us know your needs. Our prices are very competitive and our work is guaranteed.

LET US CONNECT YOU TO THE WORLD

IP Office Techs represents over 25 different Carriers - also known as phone service providers. New services range the traditional copper POTS lines that have been typically used in homes and businesses for many years, to the more robust T1, PRI, or dynamic line products. Lately it has been possible to obtain phone service via the private or public Internet.

This can all be very confusing. What will my current system handle? Can it be upgraded to use the new features? How much of a cost savings can be realized? Is it reliable?

All very good questions. IP Office Techs can be your trusted partner in choosing these services as well as helping you decide which works best with your existing or planned phone system, and which new features would help you make your company more efficient and provide better service to your customer. Typically we can save you 20% or more over traditional phone services.

All we need is a copy of your phone bill to get started. Fax it over to us at 414-247-1061.

► Service

Toll free: 888.530.9112 / Milwaukee: 414.431.4777 / Chicago: 312.224.8521



IP Office Techs can be dispatched to the Milwaukee Metro Area including SE Wisconsin. Other areas are serviced but call first for more information.

We are connected by cell phones with email messaging so that service request information can be quickly relayed to the appropriate personnel. Please use our main number to request emergency service.

LOCAL SERVICE

Our current service rate is \$90 per hour plus a trip charge of \$60 for local service. The minimum onsite labor is one hour. For after hours service, holiday or weekend work the onsite rate is \$125 per hour. Our regular hours are Monday through Friday 8am to 5pm.

OUTSIDE OF THE MILWAUKEE METRO AREA

We also service all of Wisconsin, Northern Illinois and the Chicago Metro Area. The onsite rate is \$90 per hour plus a round-trip travel charge of \$60 per hour. If the onsite time is 3 hours or more, we will waive one half of the travel charge. Overtime rates as specified above also apply.

REMOTE SUPPORT

Whether you're a telecom administrator, a business owner who needs some extra support, or a telecom company who needs additional support for your customers, we can help! Our skilled technicians are on call to assist and also remote program the systems listed on the next page. From a password reset to adding additional functionality to your system, we have the knowledge to take care of the issue.

► What We Service

We provide installation, Design, Service, Purchase and Maintenance of the following systems:

- Avaya IP Office (VoIP, Digital, Analog System)
- Avaya Legend and Magix Systems
- Avaya / Lucent Partner Systems
- Avaya Definity G3
- Avaya Aura & Communication Manager
- Audix Voicemail Systems
- Nortel Norstar Systems
- Nortel Call Pilot Voicemail
- Nortel BCM Series
- Nortel Option Series
- Call Centers
- Conferencing Solutions
- Integrated Fax Solutions
- Paging Systems
- Music on Hold
- Network Infrastructure: Firewalls, Ethernet Switches, Remote Data Circuits

► Additional Service Offerings

- Training
- Project Management
- Maintenance Plans
- Phone/Data Bill Audit & Review
- Phone System Audit & Review
- Network Infrastructure Review
- Specify New Systems and Upgrade Possibilities



The selection of systems and services have been carefully chosen to complement each other and provide a complete solution for your organization. Performing a detailed review of your communication and networking needs, we deliver the latest proven technologies to you.

► Maintenance Plans

IP Office Techs provides options for maintaining your phone system, while protecting you from system outages.

▪SILVER PLAN▪

Our Silver Plan provides your company with the following maintenance options:

- **Equipment Guarantee:** Replacement and programming of an equally functioning phone system in the event of failure.
- Biannual visits to gather backup information to save off site and use in the event of a system failure.
- Initial visit to collect component descriptions, versioning and license information.
- **Defective phone replacement:** We will ship out your replacement phone, and you return the defective unit to us within 7 days.

▪GOLD PLAN▪

Our Gold Plan provides all the benefits of the Silver plan with the following additions:

- Remote technical and programming support for your companies telecom administrator. Add additional call flows, hunt groups, etc. or add available features to help your company run more efficiently.
- Onsite training (up to once a quarter) for new employees or to use new features.

▪PLATINUM PLAN▪

Our Platinum Plan provides all the benefits of the Silver and Gold Plan plus the following:

- Remote and on-site support as needed for moves, adds, and changes, we provide all technical support and programming of the system. If we cannot fix it remotely, a tech will be dispatched.
- Faster response time for system wide service effecting issues. We will respond within 4 hours.
- Quarterly reviews with your IP Office Techs Project Manager on how your system is operating, new capabilities on the horizon, and more.

Ask one of our representatives about a Maintenance Plan tailored to your business needs. Having a plan ready in the event of a failure can save you time, money, and frustration down the road. Phone systems need to be treated the same as your backup and disaster recovery plan your network has.

► User Training

IP Office Techs now offers training on the following topics for new installations and upgrades of Avaya IP Office:

- End User - for new installation
- Call Center Agent
- Call Center Supervisor
- Basic System Administration
- Report Generation Manager
- Auto Attendant Manager
- Operator (switchboard) eConsole
- VOIP Softphone
- Phone Manager (PC based accessory for all stations)

We prefer the training to be one on one as having hands on experience along with handouts works the best for skill retention. The most efficient use of training time is done using a "train the trainer" approach.

We have found that the easiest way to do training is to use an enclosed office which can be set up with the various phones which will be live on the new system but prior to the cut over date. Users will be brought into the room by the IPO Techs trained "Trainer" and introduced to the phone model and procedures. Also at this time the users voicemail box will be setup by the end user and other initial password items will be completed. In this manner, on go live day, users can begin using their phones immediately without having to go through steps during the beginning of the workday.

The amount of training is typically negotiated during the proposal process where a number or days or hours is set aside for these purposes. All scheduling of classes or one on one sessions to be coordinated by the customer working with our Project Manager.

Which type of training from the above list will be decided ahead of time along with the number of attendees per class and whether this will be a hands on or feature introduction only class with power point presentation.

► Technical & Administrator Training

Specialized training for IT or Telecom staff is also available and is made a part of an installation if desired. Your staff can shadow our installers and programmers. Active participation in various stages of the setup and customization will be encouraged.

We can also return for a refresher course for your personnel or to train a new administrator. Call for further details.

► Phone System Audit & Review

Most Systems that have been installed more than two years ago benefit from a System Audit & Review. There are many elements of your system's programming that may not be adjusted to your current business model or service levels. We use a three-tiered approach to fully understand and effectively baseline your system. Some of the items we look at include:

INBOUND REVIEW

- To experience what your customers are hearing when they contact your company, we call your published numbers during open hours and baseline the average time for call pickup is
- From the customer's perspective, see where calls are routed when the initial call is not picked up by the intended party
- Call during closed hours and check that the call is handled in a fashion that shows you are closed, and offers a different set of choices via the auto attendant.
- Check that certain Nortel features (included with most systems) are utilized to enhance the customer experience

PROGRAMMING REVIEW

- Access programming of both the main PBX system and the voicemail to see if anything can be done to address issues found in the above Inbound Review portion of the Evaluation
- Note which features are currently programmed on the extensions and offer suggesting for streamlining user or call center operation and interaction with your phone system
- Check when your systems are backed up to the flash card or other media

CAPACITY REVIEW

- Check voicemail & auto attendant port usage during peak hours
- Check digital trunk or tie circuit capacity during peak hours
- Check PBX processor capacity during peak hours
- Check port count of extensions and trunks and note number of ports available in each area
- Provide you with the current and potential capacity of your system
- Review your phone bill, as we can typically save you money 30% or more over existing monthly charges.

Upon completion of the above three sections, we will publish our review and analysis in a written document and schedule a discovery meeting to discuss the findings with you at your office. Based upon your interest in adjusting any settings or adding system components, we will provide you with an estimate to implement the agreed upon changes.



► Our Valued Partners



PAETEC



► Our Clients Include



Government

Armed Forces: Marines
Armed Forces: Army
State Employment Agency
Court Reporting Agency
Federal Agencies

Financial Services

Group of Community Banks
Financial Advisement Firms
Mutual Funds Company
Check Processing Facility

Healthcare

Dialysis Warehouse
Doctors Offices
Regional Medical Center
Nursing Home Services
Insurance Benefits Provider

Misc

Telecombiz.com (telecom supply house)
Electrical Contracting Firm
Police Departments
Plowing & Landscape Services
Heavy Industry Contracting Co
Electrical Parts Manufacturing
Carbon Manufacturing Plant
Airline Carriers
Restaurants
Law Firms
Lookingglass Theatre Company
Holy Rosary Church
Office Supplies Warehouse
Yellow Cab Dispatch Office

Media

Newspaper Agencies
Television Ad Production Facility
Web Development Firms

OUR CLIENTS AND PRIVACY OF INFORMATION

Upon request, we can provide you with a name and number of one or more of the above references. For privacy reasons, we can not publish them here. We respect our customers privacy and will ask their permission before being contacted for a referral.

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