INTER-TEL®

Axxess® Converged Communications Platform

# Connecting Business and Technology

Businesses are constantly searching for better ways to help them overcome the difficult challenges they face in meeting the expectations of their customers. Customers demand superior performance, and the ability to meet and exceed those exacting ideals can be compromised by the wrong choice of communications solutions. In today's rapidly changing and fiercely competitive business environment, to effectively compete—and succeed, businesses need to leverage the right choice of communications platform with applications that provide significant and measurable return on investment.

Axxess Technology at Work for You

Improved revenues, productivity and operating efficiencies as well as decreased operating costs, are the potential benefits that your business may realize through a strategic investment in a reliable, flexible, scalable communications system—the Inter-Tel Axxess Converged Communications Platform is the intelligent choice. Inter-Tel Axxess is a feature-rich platform that maximizes your organization's competitive advantage today, and continues to provide the solutions you need for tomorrow.

The Inter-Tel Axxess platform provides unprecedented choice and flexibility. It helps businesses deliver more efficient services and respond more quickly to their customers. It gives businesses new options for lowering costs. Its Open Architecture Interface (OAI) makes it easy to enable custom business performance applications and enhance functionality. With a focus on technology migration and investment protection, the Inter-Tel Axxess platform is the total communications solution for today's business.
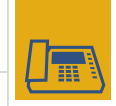
Communications Solutions You Need, How You Need Them

With the Inter-Tel Axxess platform, you'll be able to deploy the communications solutions you need today, and still meet your evolving business goals for tomorrow. Because Inter-Tel Axxess is a converged platform, traditional PBX features are present, and the power and benefits of IP telephony are accessible when and where you need it. In business, timing is everything, and Inter-Tel recognizes the importance of strategic planning in addressing your communications needs. The Axxess platform enables your business to implement solutions at a pace that's right for you.

Because the Axxess platform is a true converged system, combining digital, wireless, Voice over IP (VoIP) and analog technology options within a single platform, businesses have the ability to select from an array of appropriate solutions. Inter-Tel's application approach provides the ability to choose either to deploy traditional solutions, full IP or a blend of both.

The Axxess platform is designed to function with existing applications, so organizations can move as quickly as they want to full IP communications, while respecting their existing technology investments.

Enterprises that adopt IP communications can promote superior levels of workforce collaboration, surpass customer expectations, and obtain the full benefits of convergence much more rapidly, while differentiating their businesses from the competition and achieving greater revenues.

FAST FACT…

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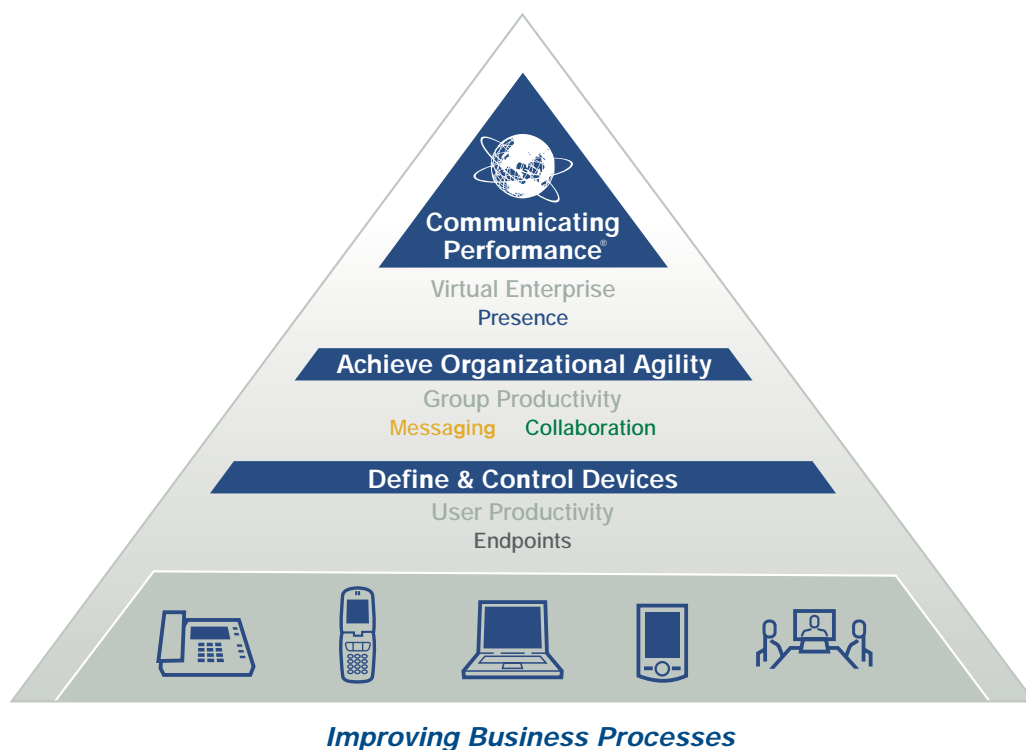
Application Performance over IP

Mission-critical needs are met when they are supported by the right technology. And the value of IP comes from application integration—allowing you to transform your communication tools into business performance. Empower your associates to create better interactions with your customers, partners, vendors and suppliers, generating revenue and lowering costs.

The Inter-Tel Axxess platform is built on an open software model that supports a broad portfolio of Inter-Tel's standard and custom-developed applications, as well as third-party applications—all designed to address today's functional business needs, while driving business growth.

Presence Management Solutions

Inter-Tel recognizes that your associates have multiple communications devices—desktop phones, cell phones, computers and wireless PDAs. Multiple devices and locations (work, remote location, traveling location) mean multiple contact numbers. How your employees interact with these devices is more important than ever. How much time and money do you lose every time you are unable to complete an important communication? How many phone calls did you have to return today? Is "phone-tag" the game you want to waste your resources on?

Your associates need to transparently leverage all of the communication tools and devices they have access to, and manage their own availability regardless of the challenges of geography, time or infrastructure. Presence solutions empower users to receive their critical communications where, when and in whatever environment they choose. Presence Management applications allow the user to project their presence both inside and outside company walls, offering increased availability and positively impacting business performance.

Communicating Performance®

Virtual Enterprise
Presence

Achieve Organizational Agility

Group Productivity
Messaging   Collaboration

Define & Control Devices

User Productivity
Endpoints

Improving Business Processes

How Inter-Tel Addresses Presence Challenges

▬▬▬▬ To address the dynamic needs of a multidevice environment, Inter-Tel offers powerful applications, endpoints and Managed Services solutions that enable an enterprise to stay connected through common communication events.

■ **Your Business Challenge:** Users need communications tools that recognize their daily activities and dynamically adjust to fit their ever-changing needs.
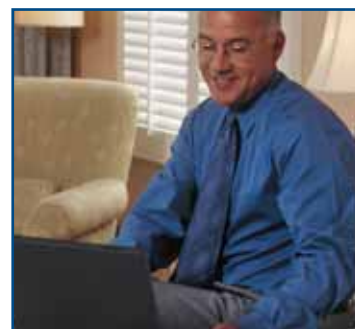
■ **The Inter-Tel Solution:** Inter-Tel unified communications tools offer simple "triggers" that can automate many aspects of the communications system. Status updates keep internal and external people informed of general availability, location and more. Routing rules automatically change to meet the user's current call preferences, and custom greetings for callers can be easily recorded and updated.

■ **Your Business Challenge:** Users need to communicate easily with others, internally and externally, as their preferences and communication devices change throughout the day.

■ **The Inter-Tel Solution:** Inter-Tel's IP endpoint and unified communications solutions extend the status of people and phones to the outside world. Inter-Tel's IP, call center, unified communications, attendant software and instant messaging applications assist users in sharing information with coworkers to improve visibility, making communications easier to establish.

■ **Your Business Challenge:** Users need to stay in control of their communications and allow people to communicate with them in a consistent, predictable manner. Organizations need to ensure that employees have the tools they need to stay focused on their jobs.

■ **The Inter-Tel Solution:** Inter-Tel's browser-based unified communications and instant messaging tools give users a consistent experience and the means to reach each other in the most appropriate communication environment. Users can switch endpoint devices and still keep others informed of their status while maintaining control over communications handling, whether or not it is a real-time experience.

INTER-TEL PRESENCE MANAGEMENT SOLUTIONS INCLUDE:

- *Unified Communicator®*
- *Telephony Manager*
- *Enterprise® Instant Messaging*
- *Connection Assistant®*
- *Attendant Console*

■ *FAST FACT…*

advanced presence technology *n. An application or device which monitors, displays, and manages a user's ability or desire to receive real-time communication and controls from whom, how, and when that communication occurs. User-defined, user-controlled communications.*

Collaboration Applications

Your enterprise faces many challenges in its pursuit to share ideas, exchange pertinent information and respond to customer needs. Your associates require the ability to attend to critical business matters and achieve goals with individuals or groups easily and without delay—no matter where they are. And your enterprise cannot afford to be disconnected from its distributed work forces, partners, suppliers and customers.

Inter-Tel's Collaboration tools enable enterprises to foster a dynamic, real-time environment in which two or more people in geographically dispersed locations can communicate more effectively—streamlining business processes and improving customer care. These real-time tools allow your associates to collaborate cost-effectively, easily and reliably—enabling your business to lower costs and increase productivity.

How Inter-Tel Addresses Collaboration Challenges

To address the dynamic needs of a dispersed environment, Inter-Tel offers powerful applications, endpoints and Managed Services that enable an enterprise to connect to its internal and external resources in the pursuit of common goals.

INTER-TEL COLLABORATION APPLICATIONS INCLUDE:

- *Call Center Suite*
- *Connection Assistant®*
- *Enterprise® Conferencing*
- *Enterprise® Instant Messaging*
- *Remote Support*
- *Telephony Manager*
- *Unified Communicator®*
- *Web Conferencing*

■ **Your Business Challenge:** Enterprises need to securely communicate and collaborate in real-time with internal and external resources, such as employees who telework, distributed sales forces and employees who are mobile.

■ **The Inter-Tel Solution:** Inter-Tel's standards-based, converged infrastructure; audio, video and Web conferencing solutions; unified communications; and other flexible software solutions enable enterprises to seamlessly connect to resources from remote locations, home or on-the-road.

■ **Your Business Challenge:** Enterprises need to increase the productivity and efficiency of their resources, capturing more time and reducing costs.

■ **The Inter-Tel Solution:** Inter-Tel's call center solutions, unified communications and other powerful applications enable your enterprise to maximize your resources and streamline business processes. These tools enable users to automate repetitive tasks, divert distractions, locate contacts quickly, share information in real-time and track employee performance. Inter-Tel's browser-based conferencing solution allows users to share documents, eliminating the need to travel.

■ **Your Business Challenge:** Enterprises need to maintain and improve their relationships and interaction with internal and external customers.

■ **The Inter-Tel Solution:** Inter-Tel's call center; audio, video and Web conferencing; unified communications; custom applications; and other customer/client relationship solutions, enable organizations to better collaborate with their customers. These tools help your enterprise improve existing internal and external customer/client relationships, as well as capture new ones.

Messaging Tools

Today's business community is looking for messaging solutions that respond to their unique challenges in the exchange of ideas, needs and solutions. Your enterprise needs to be available to respond uniquely to employees, suppliers, partners and customers. You want to offer 24/7 coverage—capturing incoming requests for information. Messaging tools enable your business to have an "always on" channel of communication that crosses the boundaries of time and geography. Inter-Tel's solutions feature flexible media types and interface choices enabling your associates to create and retrieve communication how they need to—when they need to.

How Inter-Tel Addresses Messaging Challenges

To address the messaging needs of your business, Inter-Tel offers flexible tools for users to create and retrieve communication. Inter-Tel's powerful applications, endpoints and Managed Services offerings enable your enterprise to build upon solutions so that users can communicate simple or complex ideas, and can establish messaging communities regardless of geography or company limits.

■ **Your Business Challenge:** Enterprises need to be able to receive communications and supply information to customers and clients regardless of hours of business operation.

■ **The Inter-Tel Solution:** Inter-Tel's voice processing, unified messaging and instant messaging solutions capture incoming messages and store the history for retrieval. Associates can create and reply to messages 24/7. Inter-Tel's interactive voice response applications allow your business to deliver important information and messages 24/7, off-loading repetitious tasks, reducing errors, communicating the correct data, and improving customer satisfaction.

■ **Your Business Challenge:** Employees need to concentrate on different objectives during the day, with the ability to receive notice for priority communication.

■ **The Inter-Tel Solution:** Inter-Tel's voice processing and unified messaging solutions allow your employees to complete multiple tasks throughout the day and still stay connected to business communications. Associates can send priority message notifications to relay key communications.

INTER-TEL MESSAGING TOOLS INCLUDE:

- *Applications Platform: IVR*
- *Enterprise® Instant Messaging*
- *Enterprise® Messaging*
- *Unified Messaging*
- *Voice Processing Unit*

Network Independence

The Axxess system was designed for network independence, allowing for a rich set of applications and open client-server architecture and standards. The standards-based converged infrastructure ensures interoperability, and turns the system into an open development platform that allows for customization designed to suit the specific needs of your business, ensuring future application flexibility and growth. Frame Relay, IP, ATM and traditional switched services satisfy your organization's flexible transport requirements.
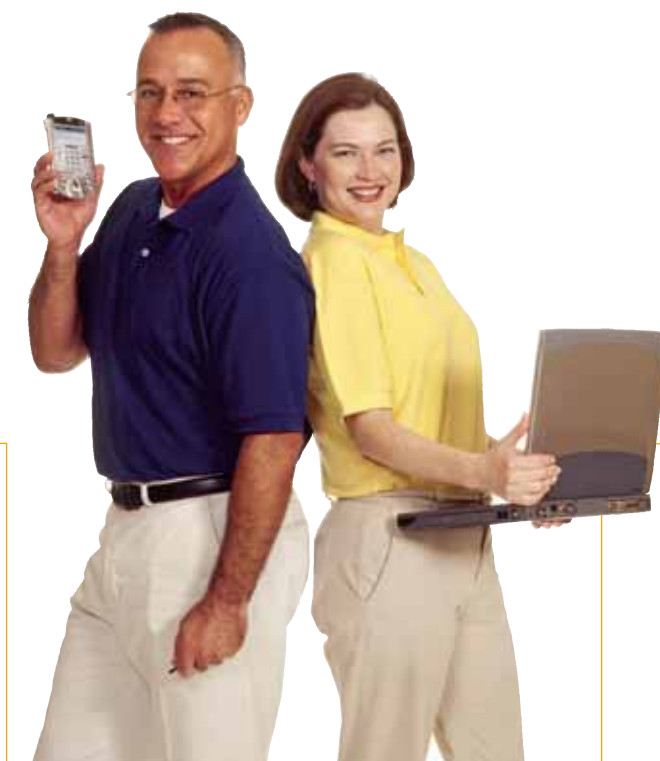
Standards-based Architecture

Inter-Tel is committed to providing standards-based solutions, which enable businesses to take advantage of existing corporate architecture during transition to a converged communications model. This support of voice and data standards allows Inter-Tel Axxess to efficiently and effectively coexist within a network environment.

Managing Your Networked System

When your small single system grows into a large networked system in multiple locations running many applications, you need a way to manage and maintain all of these points. Inter-Tel System Manager is a tool that provides a single visual point to view your systems and applications—allowing for programming and diagnostics through a single interface—increasing efficiencies and resources.

INTER-TEL SUPPORTS THE FOLLOWING STANDARDS:

• Session Initiation Protocol (SIP)

• Media Gateway Control Protocol (MGCP)

• IEEE Standards: 802.11b, 802.3af

• ITU Standards: G.711, G.729 and T.38

• Enabling Technologies: Wireless Application Protocol (WAP), ActiveX; LDAP, Microsoft® development framework .NET

• CT Enablers: Open Architecture Interface (OAI), TAPI Service Provider, Intel/Dialogic CT Connect Interface

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