

**Inter-Tel accorded FROST & SULLIVAN's
Value Enhancement Award**

Inter-Tel received the prestigious Value Enhancement Award in late July on the strength of the company's eCollaboration Solutions illustrating its "unique ability to develop advanced technology that addresses real business issues and greatly enhances the value proposition Inter-Tel delivers to its customers". Congratulations to Inter-Tel! ICS proudly represents Inter-Tel and its IP/Digital portfolio.

**VOIP on the Radar Screen? What's on
your "Results Checklist"?**

If you're evaluating an IP-Based Telephony strategy then you're aware that one man's IP may not match another's interpretation. Here's a brief outlook of some of IP's best case results:

Network Costs – IP Networking between multiple sites is a key driver. Eliminating local message costs, or long distance charges help make the IP case. In addition, using your network to bypass conventional Telco to make calls (i.e. Rochester to Buffalo) result in paying local charges in lieu of LD. And bypassing LD networks to make a local call saves you money.

MAC Work - With many digital systems making moves and changes is more daunting, and might require a vendor to either perform remote changes, or a visit. In either case it costs you money. With IP, you should be in a "plug & play" mode so moving a phone is about as easy as...moving a phone.

Integration - R&D \$\$ today is going into IP Based platforms and integration with IP-Enabled applications. More importantly, choose a system that is SIP-Capable – the emerging standard that allows for connection of disparate devices from SIP vendors (i.e. In ter-Tel SIP phone working on a Mitel system).

Bandwidth - Traditional Digital systems use 64Kbps per channel. IP systems are able to operate at compressed speeds – even achieving generally acceptable levels of quality at rates of 25-40Kbps. Some do this better than others – get a TRIAL!

Resiliency Options - Many of the more robust IP based platforms allows you to exercise tremendous options in planning "disaster recovery". For example, you can implement a solution that provides for a failover of key devices to an alternate location in the event of failure ensuring that critical communications achieve uptime requirements.

ICS Telecom can discuss your options, and how your Results Checklist best fits our portfolio.



**Bonadio Taps
ICS for Network**

ICS Telecom is pleased to announce its selection by The Bonadio Group to install an advanced network utilizing Voice over IP technology to connect its headquarters in Pittsford, New York with branch operations located in Williamsville and Perry, New York.

The Bonadio Group conducted a thorough analysis of the many telecommunications networking options available today and opted for the ICS Telecom design where a combination of digital and IP methodologies provided the best fit for their organization. Bonadio is a 27 year old firm with approximately 200 employees. They provide a variety of business services including auditing, accounting, tax advisory, as well as consulting in the areas of finance, technology, and general business operations. Bonadio employs a staff of highly mobile, task based professionals requiring maximum uptime, simplified communications, and advanced tools enabling efficient transfer of information and seamless integration.

The ICS Telecom solution delivers a complete turnkey implementation that includes PBX replacement, voice and e-mail unified messaging, transparent networking, centralized answering, and full administrative management of system resources centrally. The Inter-Tel Axxess and 5000IP systems form the core of the product being introduced and Bonadio will take advantage of a common dialing plan, toll bypass, advanced routing, collaboration tools, and with the upgrade they gain tremendous expandability for future networking and applications development.

Bonadio's Technology Manager, Joe Gabriel commented "ICS Telecom's solution provides The Bonadio Group with the best of both worlds – a new system with the degree of applications that will help us be more efficient in our client and internal communications, and a platform that enables utilization of some of our existing investment such as certain desktops. ICS Telecom brings us great technology and know-how along with a collaborative business approach." For more information on ICS Telecom or the Inter-Tel Axxess system, please visit www.icstelecom.com.

Solutions Corner

Question: Do I need to replace my internal network if I move to an IP Based System?

Answer: A network assessment is the best way to determine the best alternatives. ICS offers technical professionals that can advise you on cabling, LAN/WAN and other infrastructural questions relating to implementing a Voice solution.

HART HOTELS & ICS Team Up with Partners on Systems & Services Agreement

ICS Telecom is pleased to announce that Hart Hotels, Inc. of Buffalo, New York has reached agreement with ICS to have the company provide upgrades to Hart's telecommunications system infrastructure, and to help manage conversion to a single network services platform for the company's various properties.

With this new agreement, ICS is supplying Hart's hospitality and management facilities in Western and Central New York with upgraded PBX, Voice Mail, and Call Management software designed to provide more efficient call processing, ongoing traffic/billing management, and the latest revisions of software for all systems. In addition, Hart has elected to transition all of its voice telephone lines to a combination of dedicated and switched lines with CTC Communications. The CTC solution brings a common billing tool, a reduction in fixed and usage rates and the opportunity for more cohesive account management. Hart Hotels will realize a comprehensive portfolio of products and services with a reduction in ongoing expenses.

ICS Telecom worked closely with Mitel, Active Voice, Xiox, and CTC to determine the right mix of services, the most appropriate software packages, and in the development of a coordinated implementation plan. The installations will occur in Hart's Holiday Inn Gateway, Downtown, Amherst, Airport and Ithaca locations, The Holiday Inn Express, and the Hampton Inn, Amherst in total serving more than 2,000 guest rooms. Commented Ron Wessel, Vice President of Hart Hotels "We have enjoyed a long term relationship with ICS Telecom and their responsiveness, highly trained staff, and competency in all telecom related areas gives us great confidence as we move ahead with our system and network upgrades." The agreements cover three (3) years and will extend to 2008 for an around the clock full service maintenance program.

TotalCare – Everyday Coverage

TotalCare offers customers several unique advantages that provide you with the service and support you need:

Annual Tune-ups – Keep your system operating at top condition with our complimentary tune-up service. All TotalCare program customers may schedule this great service once per year.

GPS – Our technical staff is on-the-go all the time. Our GPS system allows our dispatch center to find the right Tech when you need assistance.

TotalCare – The Standard of Quality at Your Service

TECHNOLOGY GIFT CARDS with Every System!



Effective with new systems purchased/leased in September, you will receive a GIFT CARD for use during the following year for your technology needs – from additional equipment or software, maintenance/service, or special programming services. The Gift Cards are a great way to keep costs under control and to take advantage of new requirements, or unplanned changes.

Maintenance Prompt Pay Program a Big Hit!

If you are a maintenance services customer and your agreement is renewing soon - be on the lookout for an opportunity to save 5% off your annual costs with our prompt-pay. Started in July, the Prompt-pay option has been chosen by many clients. If you have not selected a Maintenance program – this is a great chance to save!



VODAVI XTS Products Offer Unique Features

Looking for a digital/IP solution with big capabilities for smaller organizations, then check out our XTS:

Answering Machine Emulation: Lets you listen to a caller leaving you a message and pick it up if desired
8 Party Conferencing: Leaves most other products of its type behind. Why settle for 3-Party?

Call Forward to Cell Phone: Get your calls while on the road.

Directory Dialing: Dial from your Display, and have access to up to 200 entries.

2.5mm Headset Jack: Now go ahead and buy a headset anywhere – save BIG \$\$, and get great performance.

Off-Hook Voice Over: Selectively decide to let new calls be announced to you while talking on another line.

Multiple Mailbox Keys: Share phones? Multiple staff can have their own keys for Voice mail – and visually tell when each has a message waiting.

Get these and other efficient features with your new Vodavi.