



Inter-Tel Customer Care

Advanced Support for Next-generation Solutions

Today's advanced IP telephony solutions can bring many benefits to your business by helping you address fundamental needs such as increasing revenue, improving operations and reducing costs. But without the expertise of a partner knowledgeable in and experienced with the more detailed deployment of Voice over Internet Protocol (VoIP) versus traditional telephony systems, there can be just as many pitfalls. The resources required to effectively research, install, integrate and manage a pure VoIP or other IP-based converged communications solution are considerable.

To ensure the maximization of your enterprise dollars, Inter-Tel provides the knowledge and resources necessary to ensure the seamless installation and advanced end-to-end support for IP telephony solutions. Inter-Tel Customer Care provides multi-tiered support for advanced VoIP system implementations, such as the Inter-Tel® 7000, and the development and deployment of industry-standard remote managed service products. Our **"Always ON"** service commitment ensures potential problems are quickly detected and resolved.



Inter-Tel Customer Care support services include:

- Pre-implementation review and specialized evaluation of the installation site and communications network
- Detailed network and/or application specifications and tactics necessary to ensure a successful IP deployment
- Dedicated project management and coordination of all aspects of an implementation, including collaboration with your IT personnel
- Complete physical hardware and/or software installation of a new or upgraded solution, as well as the placement, testing and verification of system operation
- Expertise and knowledge of highly trained, certified technicians experienced in the deployment and installation of advanced IP-based telephony systems
- Exceptional product knowledge via ongoing service and AMC support through Inter-Tel's Customer Care Center
- Continuous, expert network monitoring delivered through our world class Systems Maintenance and Network Monitoring facility, 24/7, 365 days a year

With Inter-Tel's personalized approach to the deployment and installation of today's advanced telephony technologies, we can help ensure project profitability and your satisfaction and success well into the future!

To learn more about Inter-Tel's advanced IP-powered communications systems and solutions, visit www.inter-tel.com.

FAST FACT...
Over 35 Years of Focused Commitment in Business Communications.

