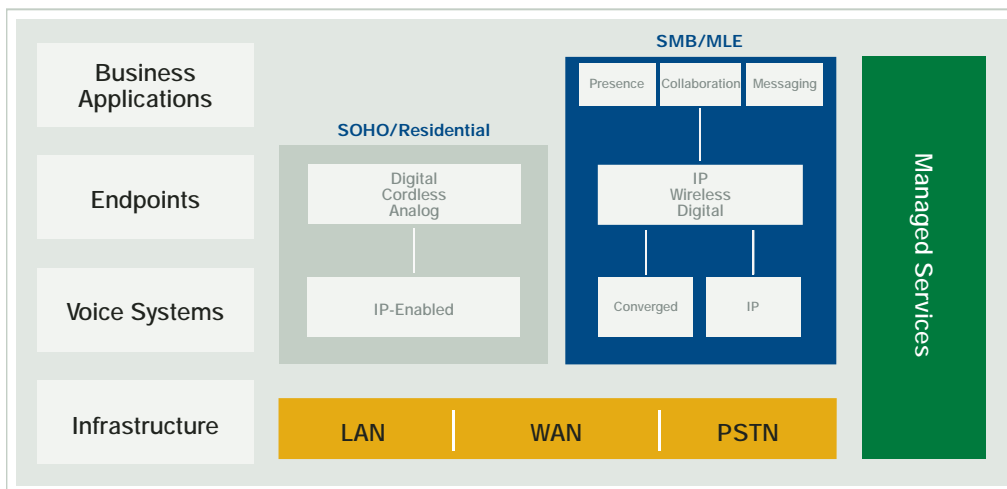# INTER-TEL®

Corporate Overview

Inter-Tel – Solutions that Communicate Performance

Inter-Tel redefines the communications landscape, delivering technologically advanced communications software and hardware to your business. Our IP and converged communications solutions give you—our customer—a choice of infrastructure and applications. Scalable system, application, deployment and migration options enable you to grow your communications portfolio as your business grows. Our belief in open, non-proprietary standards helps protect your communications investments—month after month, year after year. Our investment in VoIP, IP and SIP technologies harness The Voice of the Internet®.

Business Applications		SMB/MLE			
	SOHO/Residential	Presence	Collaboration	Messaging	Managed Services
Endpoints	Digital Cordless Analog	IP Wireless Digital			
Voice Systems	IP-Enabled	Converged	IP		
Infrastructure	LAN	WAN	PSTN		

Inter-Tel Business Communications Solutions

■ *FAST FACT...*

Inter-Tel Provides Layers of Investment Protection Based On:

- *Standards-based Infrastructure & Software Clients*
- *Application & Infrastructure Scalability*
- *Network Independence*
- *Reduced Costs Through Converged WAN/LAN Solutions*
- *Reliability*

Business Customers

Inter-Tel is uniquely positioned to tune our programs to address specific business spaces. Our diverse line of communications platforms are designed to scale from 10 to 10,000 users, which means we can build the right solution for you, whether you are a family-owned stand-alone business, a company with multiple locations in the same city, or an enterprise with geographically dispersed locations and employees.
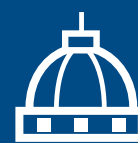
Inter-Tel prides itself on the ability to service the needs of business segments through business-specific applications that drive your business performance and productivity; and solutions that support and enhance your customers' experience. We specialize in the automotive, education, financial services, 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.

SOHO/Residential:
Inter-Tel EncoreCX®

Small and Medium Business:
Inter-Tel 5000

Small and Medium Business, and
Medium and Large Enterprise:
Inter-Tel Axxess®

Communications Applications
that Drive ROI

COMMUNICATIONS APPLICATIONS PROVIDE YOUR BUSINESS A VITAL OPPORTUNITY TO
ADDRESS YOUR OPERATIONAL PERFORMANCE AND IMPROVE BUSINESS PROCESSES.

Inter-Tel focuses on business-specific applications that can enable you to grow business revenue, improve business efficiencies and lower operating costs through a real return on investment. Our portfolio of products includes Presence Management applications, and Collaboration and Messaging Tools that address functional business needs across departments and workgroups—linking the communications requirements of sales and marketing, facilities management, administration, materials and human resources—creating a single, cohesive, cost-effective organization.

Your business environment depends more and more on the mobility of your work force. Associates need to remain connected to each other and to your clients whether in the office, in meetings or traveling. Your business requires user-friendly tools for employees to extend their presence beyond the desktop while effectively managing your company's business communications.

Intelligent Presence Management and Collaboration

As Inter-Tel looks into the business requirements of tomorrow, our conversation begins with those solutions that address business-specific models: increasing productivity through intelligent Presence Management and real-time Collaboration tools. Recognizing that managing your associates—not their communications devices—is the key to positively impacting business processes, Inter-Tel developed its portfolio of advanced Presence Management applications to provide a calculable ROI for the enterprise. Presence Management applications recognize 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. Managing how your employees interact with these devices increases the ability for associates to receive business-critical communications. 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?

■ *FAST FACT*
Presence Management and Collaboration applications allow associates to project their presence both inside and outside company walls, offering increased availability—therefore, productivity—to your business.

Integrating Applications at the Desktop

Our Inter-Tel Model 8690 multimedia unified communications device is today's platform for tomorrow's applications. This innovative, highly powered desktop tool with embedded CE. NET, offers personal business tools that are user-defined. And that is just the beginning. Inter-Tel continues to envision, develop and demonstrate the power of Voice over IP through unified communications devices and Presence Management software that bring value to your business.

As we look to the near future, Inter-Tel recognizes the value of remote access and desktop video solutions—enabling individuals to create a face-to-face collaborative environment without being displaced from their primary work location and resources. Inter-Tel seeks out these types of collaboration tools that enable your associates to foster a dynamic, real-time environment in which two or more people in geographically dispersed locations can communicate more effectively. This enables you to streamline the business processes, enhance employee productivity and reduce expenses.

Inter-Tel continues to provide customers with choices that are right for their business environment. We adhere to our philosophy of providing standards-based solutions, unlocking the flexibility required for future technologies.
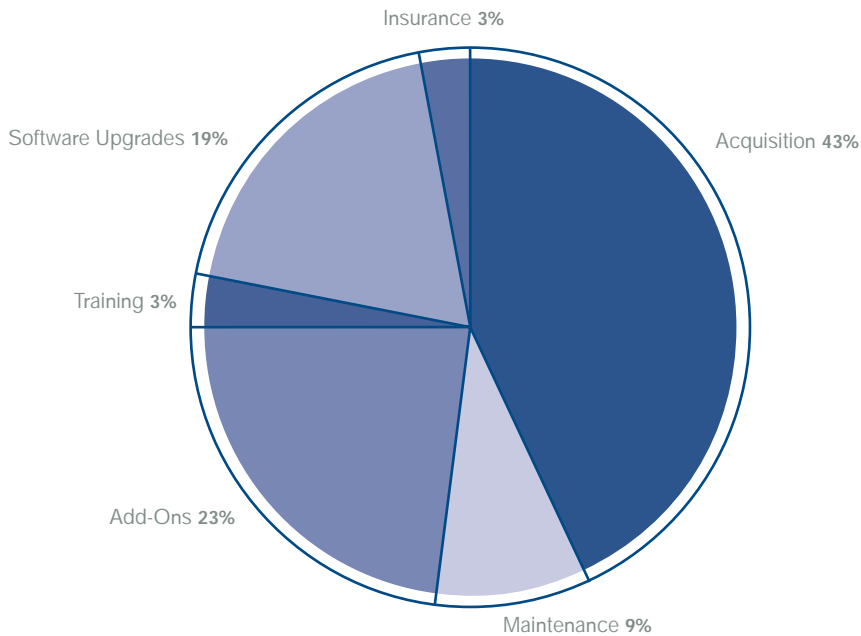
advanced presence technology
n. An application or device that monitors, displays, and manages a user's ability or desire to receive real-time communication and controls from whom, how, and when that communication occurs. User-defined, user-controlled communications.

Inter-Tel Model 8690 multimedia unified communications device

Inter-Tel Managed Services

TOTAL COST OF OWNERSHIP & MAINTENANCE MANAGEMENT

Insurance **3%**

Software Upgrades **19%**

Acquisition **43%**

Training **3%**

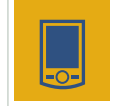Add-Ons **23%**

Maintenance **9%**

Cost to Acquire and Own Phone System for 5 Years
Data from Wilkofsky Gruen Associates 2004

Inter-Tel's Managed Services program is designed to address the Total Cost of Ownership—merging business and technology based on your unique business model. We provide your enterprise with end-to-end business communications services and solutions including equipment, applications, carrier services, planning and provisioning, custom Interactive Voice Response (IVR) application development, and peripheral products integration. Additionally, Inter-Tel offers the ability to add emerging technologies that respond to business needs—strategically connecting financial and application objectives to deploy tangible, practical business solutions. Our diverse associates include technology consultants, system engineers, network services specialists and business support agents.
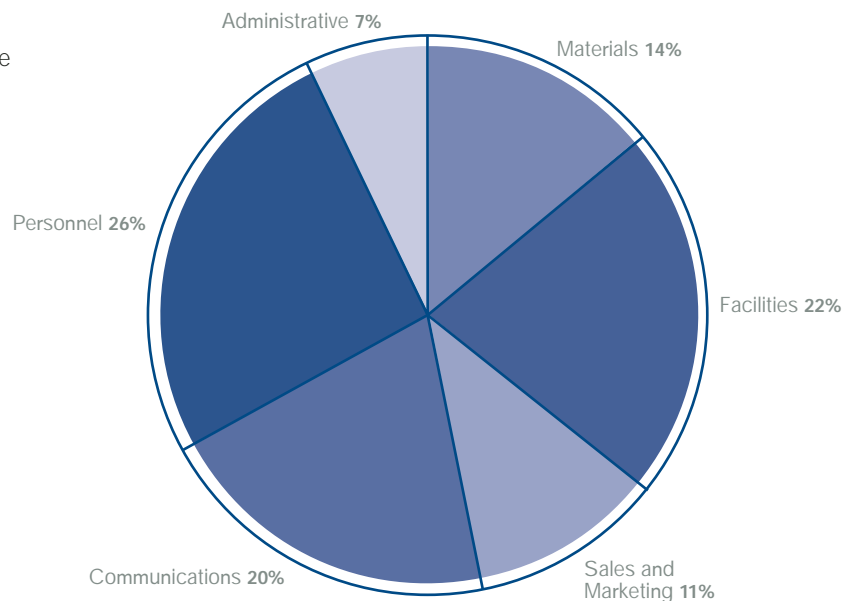
Keys to Operational Success

Growing your business, expanding product and service offerings, increasing customer loyalty, managing operating costs, and improving your business processes are your keys to operational success. Inter-Tel understands these business challenges and brings the power of its Managed Services program to assist you in determining how to address your business's operational performance through total communications systems planning.

To effectively address operational performance, businesses must review their total operating expenses—the six cost centers of industry:

• **Sales and Marketing**

• **Personnel**

• **Facilities**

• **Administrative**

• **Materials**

• **Communications**

In an industry focused only on your communications cost center, Inter-Tel offers communications solutions that effectively integrate into every cost center—enhancing your total return on investment, while increasing your business's productivity and profitability.

Administrative **7%**
Materials **14%**
Facilities **22%**
Personnel **26%**
Communications **20%**
Sales and Marketing **11%**

Six Cost Centers of Business

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

With Inter-Tel's comprehensive Managed Services program, you can count on our people, our authorized providers and our systems to deliver the most efficient, reliable services and programs to ensure the peak performance of your company's communications systems and the knowledge that Inter-Tel and your communications investment will continue to work for you.

What happens if there are software upgrades— (I want my systems to be up-to-date all the time)?

How do I get the maintenance and service I want–when I want it?

What if I outgrow my present location and decide to move?

What happens if I hire more associates who need training?

What if my business requires more equipment?

When I can't afford dedicated communications personnel—who can I rely on?

Who is going to make an investment in my business?

Managed Services Solution Program–Cash Flow Comparison to Equipment Purchase						
For: Your Business Presented By: Your Managed Services Provider 1/15/2005						
Managed Services Solution Program	Year 1	Year 2	Year 3	Year 4	Year 5	Total
MSP Payment	$17,000	$18,000	$18,000	$18,000	$18,000	$ 89,000
Add-On Equipment	439	1,610	3,221	5,270	7,906	18,446
MSP Total	$17,439	$19,610	$21,221	$23,270	$25,906	$ 107,446
Cash Purchase	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Purchase Price	$55,000	$ –	$ –	$ –	$ –	$ 55,600
Add-On Equipment (Purchase Price)	1,725	2,918	3,554	4,810	6,103	19,110
Maintenance	–	4,515	4,731	5,053	5,434	19,732
Return on Investment	2,819	2,364	1,680	1,102	654	8,618
Insurance on Equipment	1,001	1,032	1,084	1,148	1,235	5,500
Training	250	250	250	250	250	1,250
Cash Purchase Total	$61,395	$11,078	$11,299	$12,363	$13,676	$109,812
Managed Services Solution Program to Cash Purchase						
Annual MSP over Cash	$43,956	$(8,532)	$(9,922)	$(10,908)	$(12,229)	
Total Savings of MSP over Cash Purchase over 5-year period			$ 2,365			
Lease Purchase	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Lease Payment	$14,345	$14,345	$14,345	$14,345	$22,685	$ 80,064
Add-On Equipment	277	1,110	2,542	5,231	13,377	22,537
Maintenance	–	4,515	4,731	5,053	5,434	19,732
Insurance on Equipment	1,001	1,032	1,084	1,148	1,235	5,500
Training	250	250	250	250	250	1,250
Lease Purchase Total	$ 15,872	$21,252	$22,952	$26,027	$42,981	$129,084
Managed Services Solution Program to Lease Purchase						
Annual Savings MSP over Lease	$(1,567)	$ 1,641	$ 1,731	$ 2,756	$17,076	
Total Savings of MSP over Lease Purchase over 5-year period		$ 21,637				

Dynamic Portfolio of Services

As a representative for Tier 1 regional and national telecommunications carriers, Inter-Tel offers a dynamic portfolio of products and services to meet your needs across all technical and geographic boundaries. Whether your need is for local, long distance, data or Internet connectivity, Inter-Tel has all the necessary business components and enterprise procurement services in place to offer you complete technology solutions and implementations such as:

- Antivirus
- ATM Services
- Audioconferencing
- Bandwidth Utilization
- Broadband Services
- Data Services & Security
- Data Storage Solutions
- Dedicated Long Distance
- DigitaLink Local T-1 Services
- Directory Integration and Consulting
- DSL Services
- E-mail–Hosted
- Fiber Optic Networks

- Flexible T-1
- Frame Relay
- Imail
- ISDN Services
- Integration Services
- International Services
- Internet Access
- Inter-Tel Voice CPE Solutions
- LAN/WAN Support
- Local Services
- Managed Firewall
- Network Utilization, Management & Monitoring
- Primary Rate ISDN

- Private Line
- Remote Management Services
- Single Line ISDN
- Switched Long Distance
- Technology Planning
- T-1 Services
- Toll Free Services
- Travel Cards
- Videoconferencing
- Virtual Private Networks
- Voice Services
- Web Conferencing
- Web Guardian

Communications Technology, Leadership and Alliances–Empowering Business

Founded in 1969 by Steven G. Mihaylo, Chairman of the Board, Inter-Tel has grown from providing simple business telephone systems, to offering value-driven communications products; applications utilizing networks and server-based communications software; and a wide range of managed services that include voice and data network design and traffic provisioning, custom application development, and financial solutions. An industry-leading provider focused on the communication needs of business enterprises, Inter-Tel employs over 1,900 communications professionals, and services business customers through a network of approximately 59 company-owned, direct sales offices and over 350 authorized providers in North America and 60 resellers in Europe.

Moving toward a multimedia-based, virtual enterprise environment, Inter-Tel's hardware solutions; Presence Management applications; and VoIP, IP and SIP technologies development; reflect our commitment to grow with our customers. With a legacy of technological innovation and leadership, we continue to seek out new solutions, resources and alliances that enable us to empower enterprises to improve business processes time and time again.

INTER-TEL®

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