

ANALYTIKZ Telephony Services

The future is now

OBJECTIVE

Develop a cost effective, comprehensive and sustainable telecom solution for Client X holdings and operations.

SITUATION

- Client X has moved to new offices and will be relocating its employees and IT infrastructure to the new location.
- Client X has no more than 80 employees with extensions
- Client X wants to terminate calls via VOIP channels (possibly in addition to Analog Channels)

- Client X wants to be able to monitor/record calls and view call logs and statistics.
- Client X wants software and dashboard control over system and extensions for 15 agents.
- Client X wants to be able to monitor/record calls and view call logs and statistics.
- Client X wants software and dashboard control over system and extensions for 80 agents.



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ABOUT US:

ANALYTIKZ CONSULTING uses the power of Analytics and Information Technology to liberate your business potential. Our Business Consultants and our staff of IT engineers will work with you to determine the solution you need.

Our strengths come from leveraging the proper technology and understanding to meet our clients' business needs. Whether it's a game theory decision model you need, IT support or development, or how to meet demand or smoothen your supply chain, we are here to walk you through the process.

WE OFFER:

IT Support & Development
Intelligence Systems

Data Mining & Statistical Data Analyses

Forecasting, and Predictive Modeling
Strategic Business Consulting

Process Engineering

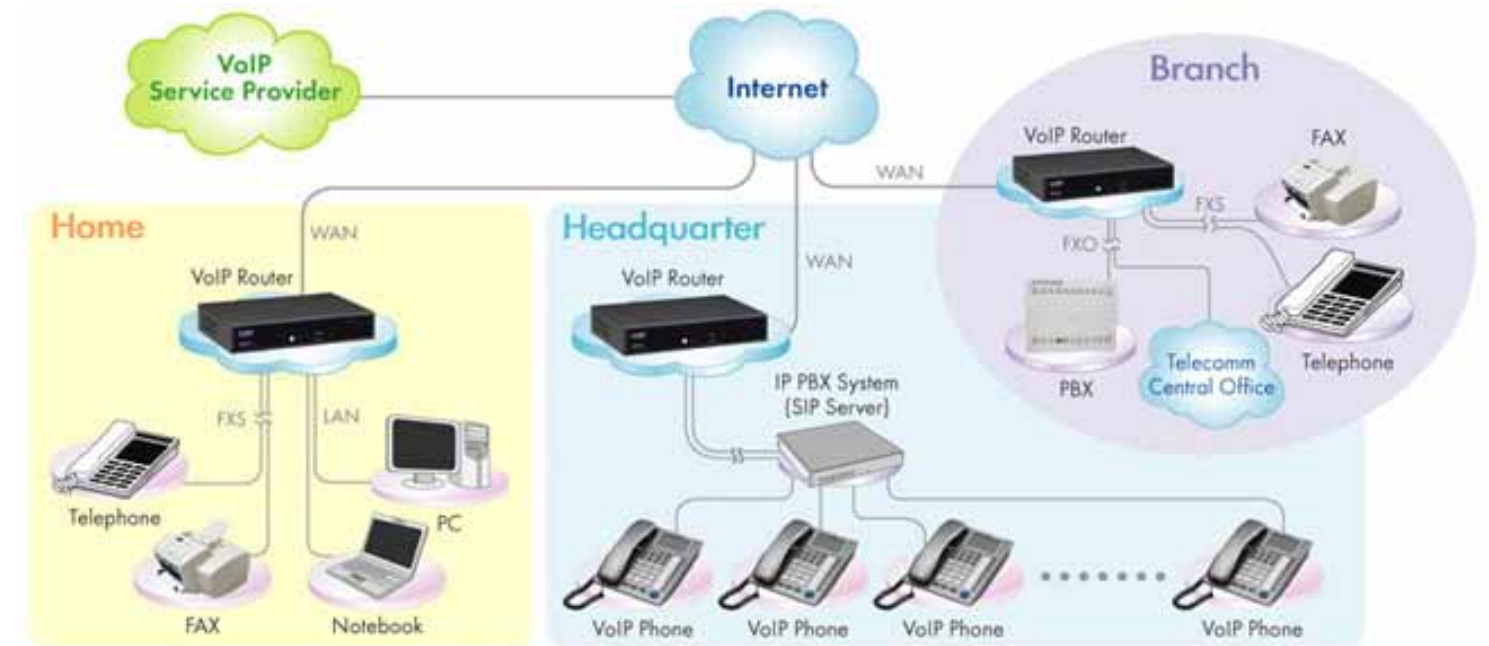
Game Theory and Decision Modeling



ANALYTIKZ

IS001

SUMMER 2015



- ADSI On-Screen Menu System
- Web-based user Operating Panel
- Automated Attendant
- Blacklists
- Blind Transfer
- Call Details Record
- Call Forward on Busy
- Call Forward on No Answer
- Call Monitoring
- Music on Hold
- Music on Transfer
- Call Parking
- Call Queuing
- Call Recording
- Call Retrieval
- Call Routing
- Call Snooping
- Call Transfer
- Call Waiting
- Dial by Name
- Distinctive Ring
- Do Not Disturb
- ENUM
- Fax Transmit/Receive
- Caller ID Blocking
- Conference Bridging
- SMS Messaging
- Trunking
- Interactive Voice Response (IVR)
- Local and Remote Call Agents
- Interactive Directory Listing
- Overhead Paging
- VoIP Gateways
- and more...

For a full list of features see www.analytikz.com

“ The Analytikz PBX Telecom system comes with the following features: ”

Choose the Cheapest Call Rate • Costs Savings on Long Distance Calls, Line costs, Land Line to Mobile, Cabling • Unified Messaging - Fax, Voicemail and Email, Microsoft Outlook Integration • Quick set up, and extensible • Low Cost access to advanced telephone features • Mobility • Advanced Billing and Call Accounting Services • Free Inter-Office calls with a Multi-Branch PABX (even international calls) • Scalability • Professional Commercial Support

Plan of Action

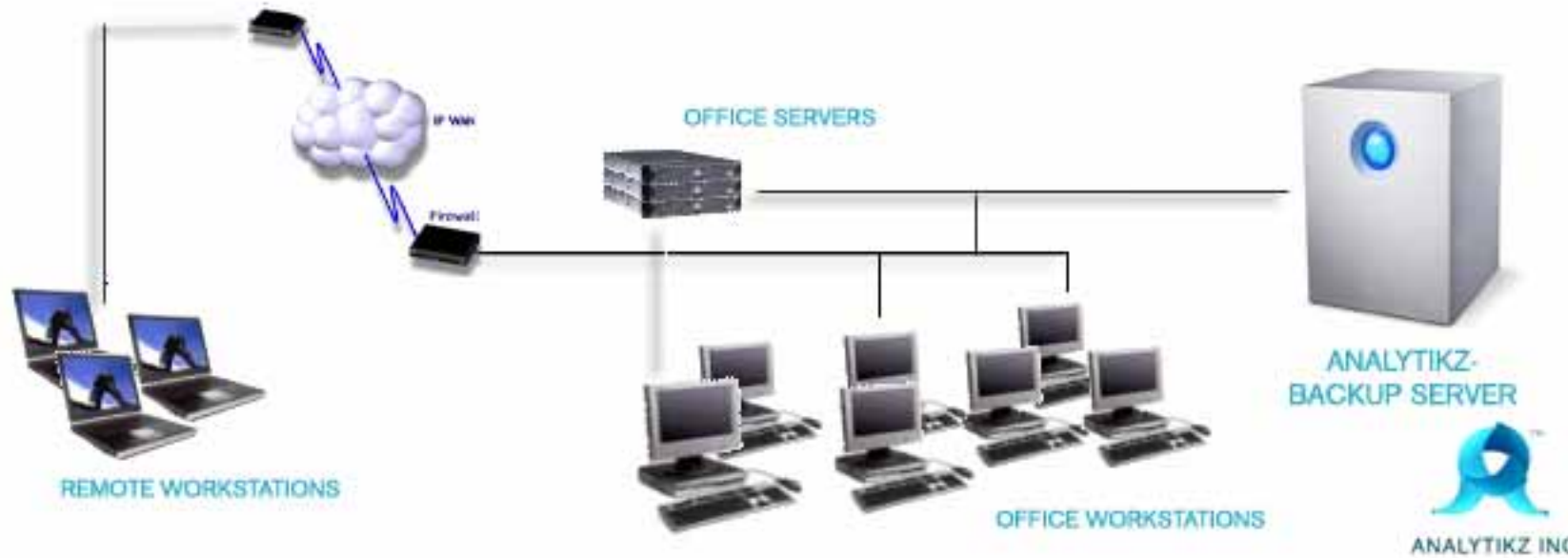
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Telecom Solution

Analytikz proposes the Analytikz Telecom Solution to handle the needs of Client X enterprises. Analytikz can provide DIDs anywhere in North America or EEC at the client's request. These DIDs come with unlimited incoming calls to wherever the Analytikz PBX is geographically situated. The client also has the choice of locating the Analytikz PBX in North America or EEC.

The Analytikz PBX Telecom system allows for interfacing with any terminal telephony provider be they analog or digital terminations.

Client X has requested extended agent-user control over call transfer, parking and monitoring. The Analytikz PBX engine will deliver this through its portal software and dashboard engine included in the Analytikz PBX.



“ Low cost calls are only the beginning of the benefits of an Analytikz PBX. ”

Client X has opted to go for pure VOIP termination services. Analytikz recommends that Client X maintain analog lines for outgoing and incoming calls, while taking advantage of the rich range of features available to the Analytikz IP-PBX.

Depending on the volume of calls being placed, an economic study can be made of operational savings accrued from switching to a pure VOIP provider.

Benefits

The real strength of an Analytikz PBX is in the benefits it delivers to your business.

INCOMING

The right telephone system can help you address your clients' or customers' needs more effectively, and ensure quality of service. With its rich, programmatic features, customized dial plans and interactive menus, wait times and dropped calls are minimized, and any on-hold calls, can be made as pleasurable (or informative) as possible. The advantage of an Analytikz PBX is that it by providing personalized features like digital receptionist, voicemail, interactive menus, ring groups, conferencing, on hold and roaming extensions, call recording and more... you are able to integrate your telephony and communication processes into your business model to better reflect your organizational culture and goals.

OUTGOING

For organizations that rely heavily on outgoing calls (sales and marketing departments, for instance), the Analytikz PBX can personalize, automate and optimize many of the tasks you need accomplished. The Analytikz PBX can integrate with your CRM (or our Analytikz CRM product) and your phone for on-click dialing right from your contact list, and automatically updating your contact manager with the call log. Choose real-time least-cost carriers on each call, record calls for quality of service, link to remote extensions and mobile phones.

Advance Innovation while controlling costs

The Analytikz PBX provides Voicemail services with Directory, Call Conferencing, Interactive Voice Response, Call Queuing and many other features. It has support for three-way calling, caller ID services, ADSI, IAX, SIP, H.323 (as both client and gateway), MGCP and SCCP/Skinny. The Analytikz PBX can work with any handset/device, digital, analog or cellular. When upgrading to an Analytikz PBX, you will find that it supports ALL of your existing phone system requirements, plus a host of new features. Low cost calls are only the beginning of the benefits of an Analytikz PBX.

Can your company keep up? The true cost of innovation and its effect on your bottom line

BUSINESS BENEFITS

CHOOSE THE CHEAPEST CALL RATE

An Analytikz PBX will connect to any telecommunications provider. The benefit is that with an Analytikz PBX, you can connect to whichever service provides the best value for money. In fact, with an Analytikz PBX, you can even connect to multiple services and have Analytikz send calls over the services which provides the cheapest call rates for any given call.

COSTS SAVINGS ON LONG DISTANCE CALLS

IP based PABX, such as Analytikz, when coupled with a VoIP provider (provide internet phone calls) delivers untimed National Calls and significantly discounted International calls. While savings differ based on your usage patterns, typically they will be in the 30-50% range.

CHEAP LAN LINE TO MOBILE CALLS

Many people are not aware that making a call from a lan (local-area network) line phone to a mobile phone is the most expensive type of call you can make. Mobile to mobile calls are far cheaper and some mobile telephone providers even provide free calls within their own network. Organisations which have a number of sales staff on the road with mobile phones can gain access to significant savings by the addition of a 'Mobile Phone Gateway'. In some circumstances, the savings achieved from a mobile gateway are enough to pay for the complete PABX in under 12 months.

MICROSOFT OUTLOOK INTEGRATION

With the addition of a small software installation on each desktop, users of Microsoft Outlook can now dial a number directly from an Outlook contact. Just find the contacts details in Outlook, right click their phone number and click 'Dial'. The call will be placed for you.

UNIFIED MESSAGING - FAX, VOICEMAIL AND EMAIL

An Analytikz PBX provides the ability to have all of your messages delivered to your email inbox. Have faxes, voicemails and e-mails handled exactly the way you need them to be. Analytikz PBX can be configured to deliver any voicemails directly to your email client. Analytikz is able to send and receive facsimiles directly to and from your existing email client. With Analytikz all your messages arrive at a single location which makes life so much more simple. You no longer need a private fax number for sending/receiving sensitive documents as the documents can be delivered directly to your desk phone using 'Direct In Dialing' (DID) where each employee has their own private number.

SAVINGS ON CABLING

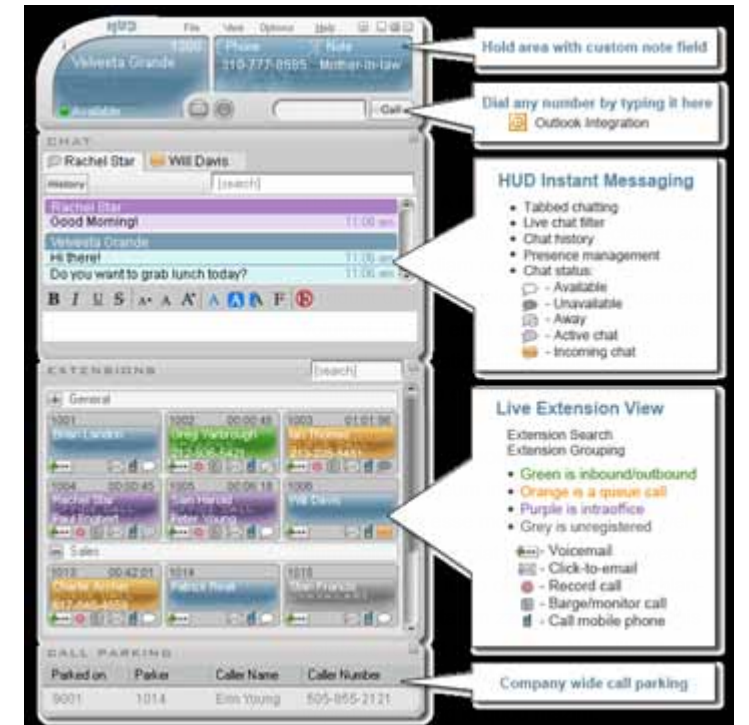
When fitting out a new office or renovating an existing one, the cost of cabling can be quite extensive. An Analytikz PBX system will run over the same cables as your computers.

LOW COST ACCESS TO ADVANCED FEATURES.

As the Analytikz PBX is a new generation telephone system, it delivers new price points on standard features which make them affordable to even small business, while adding new advanced features. This is the most significant advantage of an Analytikz PBX when comparing it to other VoIP based PABXs. Previously, features such as call queuing, digital receptionist and voicemail were only available in high end PABXs. With an Analytikz PBX, the same set of features are delivered in every system, which means that even small businesses get access to the same advanced features as large corporations.

MOBILITY

With an Analytikz PBX the definition of a telephone extension has changed. A telephone extension is no longer a fixed device at a fixed location. Employees working from home or on the move can now make phone calls to office extensions (or anywhere else for that matter) as if they were sitting at their



desk in the office. The inverse is also true; an Analytikz PBX can be configured so that it knows where you are and routes incoming calls to you no matter where you are. Travelling staff can pack a VoIP handset (which can be as small as a Bluetooth headset when used in conjunction with a laptop) and make calls from anywhere that a broadband internet connection is available.

ADVANCED BILLING & CALL ACCOUNTING SERVICES

All Analytikz PBXs come with a call accounting service so that you can keep track of each call made including source and destination number, duration etc. This can be used to track call usage of different departments. Optional advanced modules are also available to provide web based reporting tools where required.

FREE INTER-OFFICE CALLS W/ MULTI-BRANCH PABX

Every Analytikz PBX has the ability to connect to one or more Analytikz PBXs. This means that its very easy to connect multiple offices and route calls between them. Add a reliable Internet Connection at each end and you can start making free calls between offices even if they are located interstate or internationally.

SCALABILITY

Analytikz technology scales from small offices with 6-7 phones, to large scale enterprises with thousands of phones spread across the globe. You can scale up an Analytikz PBX by adding additional PABXs or upsizing the existing server.

OPEN STANDARDS MEANS NO LOCK-IN

The Analytikz PBX is built on open standards which means that you aren't locked into any single vendor for support. Analytikz also operates with standards based (SIP) phones so that if you decided to move to another PABX, you wouldn't need to throw your phones away. You can mix and match phones from multiple vendors such as Cisco, Polycom and Snom.

PROFESSIONAL COMMERCIAL SUPPORT

Analytikz Inc assures that your organization will receive the highest level of professional support for your PBX.

