



White Paper

Introduction

The Infotel for Windows systems provide an easy-to-use, highly flexible means to control and report on telephone costs, monitor employee productivity, detect fraudulent conditions and monitor trunk activity.

Infotel for Windows Desktop uses the Microsoft Database Engine (MSDE) database, which is a royalty-free version of SQL Server. The lower cost of MSDE provides a more economical option and is ideal for small to mid-range companies that require a single user or up to five concurrent users of the system and call storage volumes below two million calls. MSDE uses 32-bit technology to provide multi-tasking capabilities and superior speed of operation. The system runs on Windows 98, Windows XP, Windows NT and Windows 2000 operating systems.

Infotel for Windows Enterprise uses the full version of Microsoft SQL Server and provides the power and scalability of a true enterprise database. Infotel for Windows Enterprise can handle a virtually unlimited number of clients and accommodate up to 40,000 stations and a virtually unlimited number of calls based upon server disk space. Infotel for Windows Enterprise runs on Windows NT Advanced Server 4.0 and 2000 Server operating systems. This system is geared toward larger companies with a higher number of sites, stations or users. Infotel for Windows Enterprise is also ideal for those companies who desire a platform that provides for future growth.

Infotel for Windows is comprised of various elements, which run in the background. These include the message collection application, which controls the automatic call record collection routine, the automatic report generator and Data Manager. The main application, Control Center, can be selected from an icon on the desktop.

Infotel for Windows can be configured for call record collection in one of two ways. The Infotel for Windows application can be directly connected to the PBX via RS-232 cabling and the serial port of the workstation. The preferred method employs a buffer box that serves as a call collection device and is polled by the Infotel for Windows application on an automatic basis either through dial-up or FTP transfers. Infotel for Windows interfaces to PBXs supplied by Lucent, NEC, Nortel, Siemens, Mitel, Toshiba, Alcatel and other vendors. The system also supports networked PBXs and IP telephony solutions.

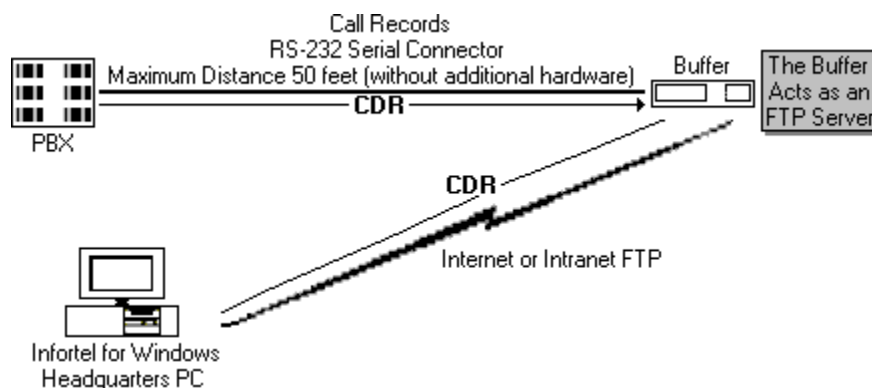
Software Architecture

Infotel for Windows Enterprise uses the power and flexibility of client/server distributed computing. System administration and non-interactive processes (e.g., data collection and rating) run on high-performance, scalable Windows NT/2000 servers while interactive processes (e.g., data entry, on-line queries, report definition) run on PC clients running Windows 98, Windows XP, Windows NT or Windows 2000. Clients and servers communicate via TCP/IP.

Infotel for Windows Desktop provides an economical alternative to the Enterprise version. All functions run on a single "headquarters" PC. Additional users may connect to the headquarters PC to perform directory updates, reporting and other interactive functions.

Hardware Architecture

The Infotel for Windows application runs on a desktop or server. In multi-site configurations, the headquarters PC or server connects to remote buffer boxes and transmits the collected SMDR data back to the headquarters machine where the data is costed and stored. The recommended configuration, as outlined below, utilizes WAN pollable buffer boxes. Data is transmitted over the existing WAN or LAN via FTP. For those sites that are not on the WAN, dial-up buffers may be used. Analog connectivity via modems should be included for call collection should the WAN or LAN become unavailable. Existing desktops and portable computers are used to gain access to the database, allowing you to make greater use of your existing hardware. Infotel for Windows headquarters servers and end-users are connected via TCP/IP.



Multi-Site Polling

Infotel for Windows can monitor an unlimited number of PBXs from a single location. This is accomplished by installing buffer boxes at each PBX location. The Infotel for Windows home site automatically polls each buffer box on a scheduled basis and deposits the data on the hard drive of the workstation or server. Infotel for Windows polls via modem or via FTP LAN/WAN connections.

FTP Polling

The Infortel for Windows Network Pollable Buffer acts as an FTP server, eliminating dial-up routines to buffer boxes and utilizing your existing Local or Wide Area Network. The FTP pollable buffer box collects SMDR over a serial cable from the local PBX (most PBXs do not have the ability to deliver data via FTP). The data is then stored in the buffer box's memory. The buffer functions as an FTP server on the network. On a periodic basis, Infortel for Windows uses standard FTP commands and TCP/IP protocols to poll the information.

The FTP connection being referred to is between the box and Infortel for Windows. As stated above, direct serial communications exist between the PBX and the buffer box for SMDR transmission. You also must have end-to-end TCP/IP connectivity from the DataLink to the Infortel for Windows server or desktop either through their corporate WAN or dedicated Internet connection. Each box must also be assigned a static IP address.

Why use FTP polling? Network polling eliminates dial-up routines and telephone charges, and makes use of your existing Local or Wide Area Network. LAN/WAN connectivity also provides much faster data transmission and eliminates the potential problems and unreliability of dial-up modem connections. Faster transmission and lower telephone costs are important not only for domestic U.S. systems, but in particular, for polling sites overseas.

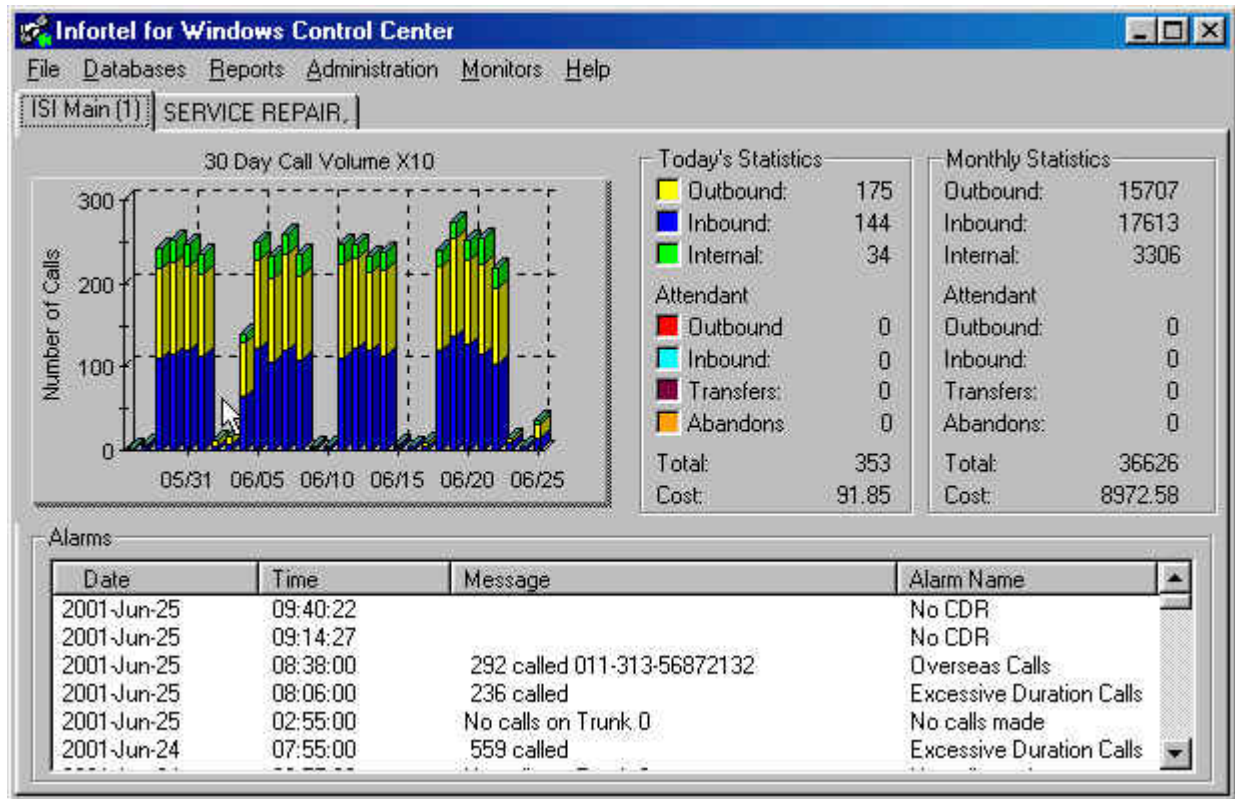
Automatic collection eliminates data collection worries. User-defined parameters tell Infortel for Windows when and how to collect the call record data; Infortel for Windows does the rest. This process frees personnel from data entry tasks, saving time and money. FTP pollable buffer boxes are available to collect and store up to 1.6 million call records. There is no additional charge for the FTP polling feature, outside of the price of the buffer itself.

System Administration

This easy-to-use call accounting system provides welcome benefits to the telecommunications professional. The features listed below ensure that administration of the system requires minimal effort.

Real-Time Statistics Monitor

This "at-a-glance" monitor provides real-time graphic representation of call statistics by day, indicating call volumes by call type or cost. Move between volume and cost on this graphic representation with a simple mouse click. The monitor also indicates number of calls and cost for the current day as well as for the month. This allows detection of potential problems with your call accounting system early.



Drag-and-Drop Functionality

Infotel for Windows graphical user interface applications take advantage of standard Microsoft Windows features. Infotel for Windows employs the familiar Windows Explorer interface to perform adds, moves and changes of the user and trunk databases. If a user is moving from one department to another, the administrator simply "drags" the person from the tree-like list of users from one pane to another. Trunking changes can also be made in this same manner.

Automatic Backup Utility

Backups are the most important, and often the most time-consuming, system administration task. Infotel for Windows takes the tension and worry out of performing backups by providing programmable backup routines. Backup procedures are built directly into the application allowing the user to backup system parameters and call records and reports for archive purposes. The administrator can define the types of information to be backed up, such as the entire Infotel for Windows database, raw call records, reports and system parameters. Backups can be sent to either disk or tape. This process can be automated, further decreasing the system administrator's workload.

Automatic Purge Routine

The purge routine is based upon the age of call records, reports and alarm messages. The administrator defines the lifespan of these entities in a dialog box. The system will automatically purge any records older than what is indicated. Also, there are two databases of call records, processed and unprocessed (raw).

The administrator can purge all processed records that are more than 90 days old but retain unprocessed records for 180 days, or other user-definable timeframes.

E-mail Interface

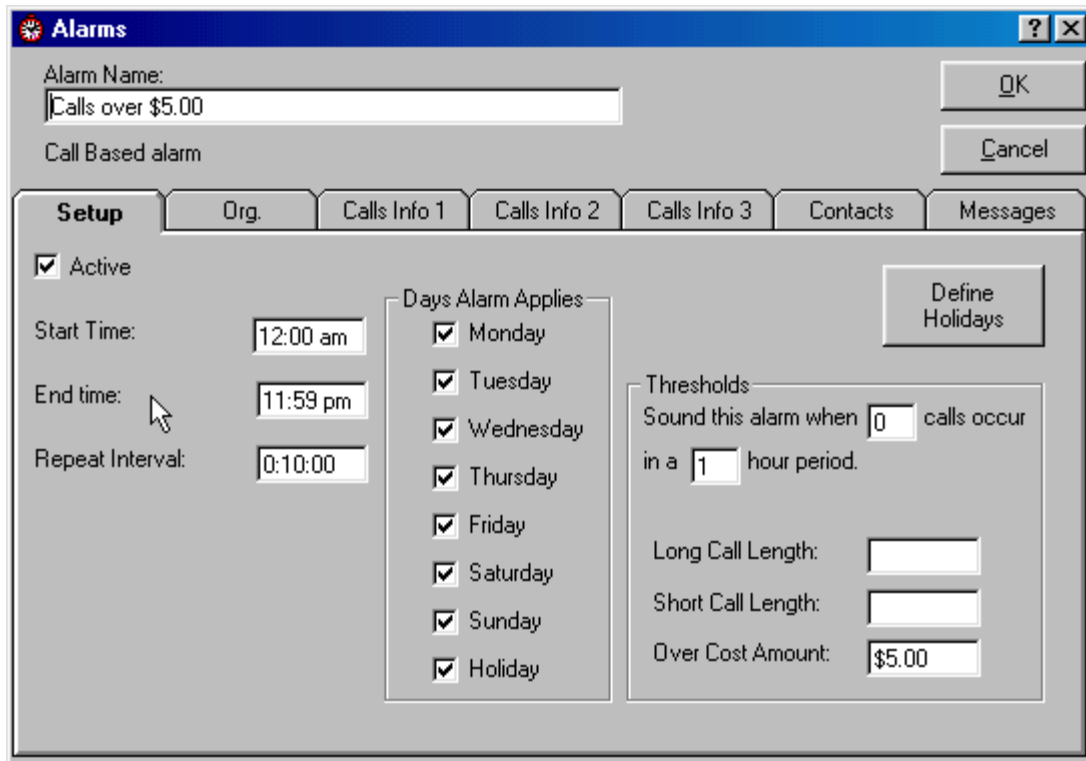
Infotel for Windows can distribute call accounting information throughout the enterprise via e-mail. Compatible with MAPI e-mail systems, the system's e-mail distribution gives managers the ability to track expenses and manage more effectively. To further minimize system administration tasks, Infotel for Windows also offers e-mail merge reporting, which is described below.

Fraud Detection

Infotel for Windows contains a built-in toll fraud alarm and detection application that provides notification for a multitude of user-defined conditions, which can save the company money by providing early notification of suspect activity. The alarm conditions include:

- Calls over a specified duration
- Calls over a specific cost
- Calls made to user-defined telephone numbers (and from, with Automatic Identification enabled)
- Calls made to and from user-defined extensions or departments
- Calls made to specific long distance carriers by use of an equal access number, i.e. 1010xxx
- Calls made over specific trunk groups and/or trunk lines/members
- Calls made using specific account and matter codes
- Short calls with user-defined definition of "short"
- Long duration calls with user defined definition of "long"
- "No calls" alarm – presents alarm if Infotel for Windows hasn't received call records in a specific timeframe
- No calls over a user-defined trunk or facility to monitor a "down" trunk line
- "Out-of-disk space" alarm alerts to a low disk space condition on the Infotel for Windows workstation
- "Undefined" alarms indicate a call was made over an undefined trunk line, extension number and/or authorization code.

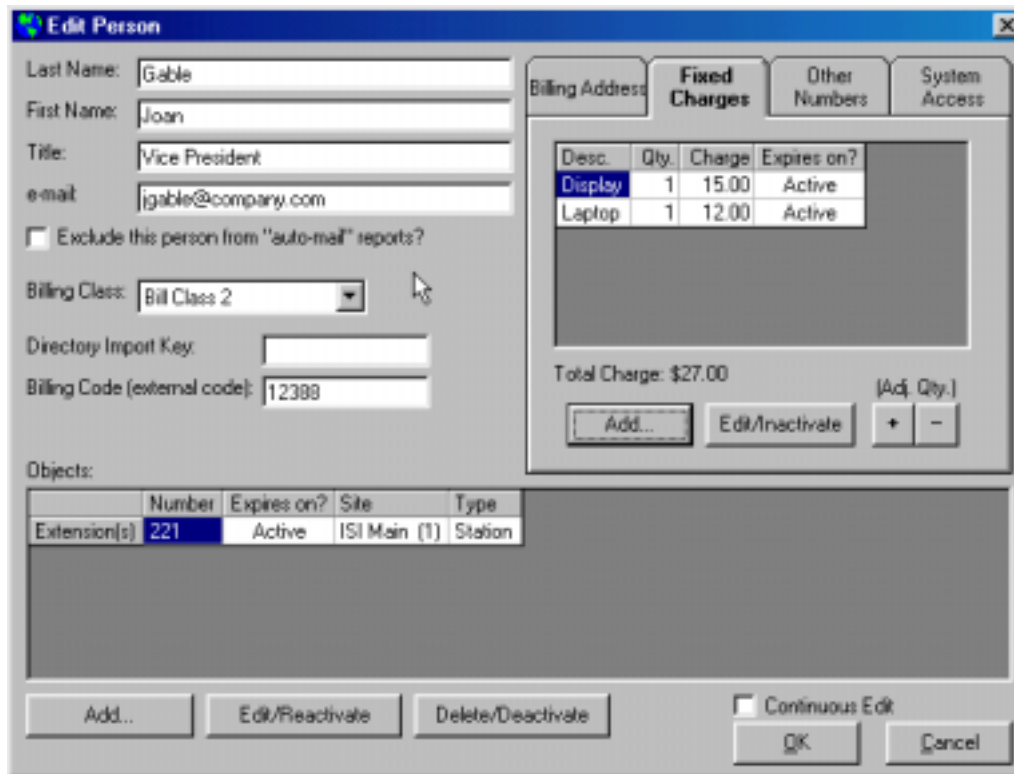
The toll-fraud application also includes complex alarm definitions allowing alarms to be as specific as needed to protect your company against fraudulent conditions. As an example, an alert can be produced if a specific telephone number is dialed more than four times in a one-hour period. The user can also define business vs. non-business hours. This is especially useful, as what constitutes a fraud condition during the evening hours isn't necessarily a fraudulent condition during regular business hours.



Toll fraud alerts can be sent to numerous destinations including e-mail addresses, alphanumeric pagers, printers and on-screen, in any number or combination. A different alarm message for each separate condition can also be defined to ensure concise information is presented to each recipient.

Detailed User Information

The Infortel for Windows user database can be populated easily using the built-in Import Wizard. Station numbers, user names and organizational information can be downloaded via this wizard, if data is presented in electronic format. With the Import Wizard, administrators can set up an automatic interface to Lucent Terranova, Lucent Definity Network Administration (DNA) and Nortel Meridian Administration Tools (MAT) and Optivity Telephony Manager (OTM). Administrators can create interfaces to various corporate Human Resources tools as well. The Infortel for Windows user database can be configured as detailed or simplistic as necessary. The user database can accommodate information such as address, home phone numbers, fax numbers, pager numbers, alternate numbers and reference number. This is in addition to the standard user fields of title, authorization code and e-mail address. The system can also accommodate multiple one-time, recurring and pro-rated fixed costs assigned to users as well as credits.



Multiple listings are available that can serve as a company directory. These listings can be readily sorted by extension, organization and authorization code. Listings are also available indicating fixed charges by owner and charge type. All directory listings can be sent to any printer on the network and sent to disk files in HTML format for posting on a corporate intranet.

Reporting Features

Infotel for Windows Reporting was designed to disseminate reports throughout the enterprise utilizing one or more of a variety of methods, each best suited for the type of information being delivered and the needs of the user.

Hard Copy Reporting

Standard printed reports can be scheduled to run automatically to any local or network printer.

Client Software Reporting

Ideal for customized inquiries throughout the enterprise. Authorized users can utilize the reporting application to perform ad hoc or scheduled reports, specifying that the output go directly to a printer, disk file, e-mail address or monitor, depending on the intent of the user. All reports can be formatted in various ways, including Excel, RTF, HTML, Crystal Reports and ASCII. Graphical representations of data are also available.

Web Reporting

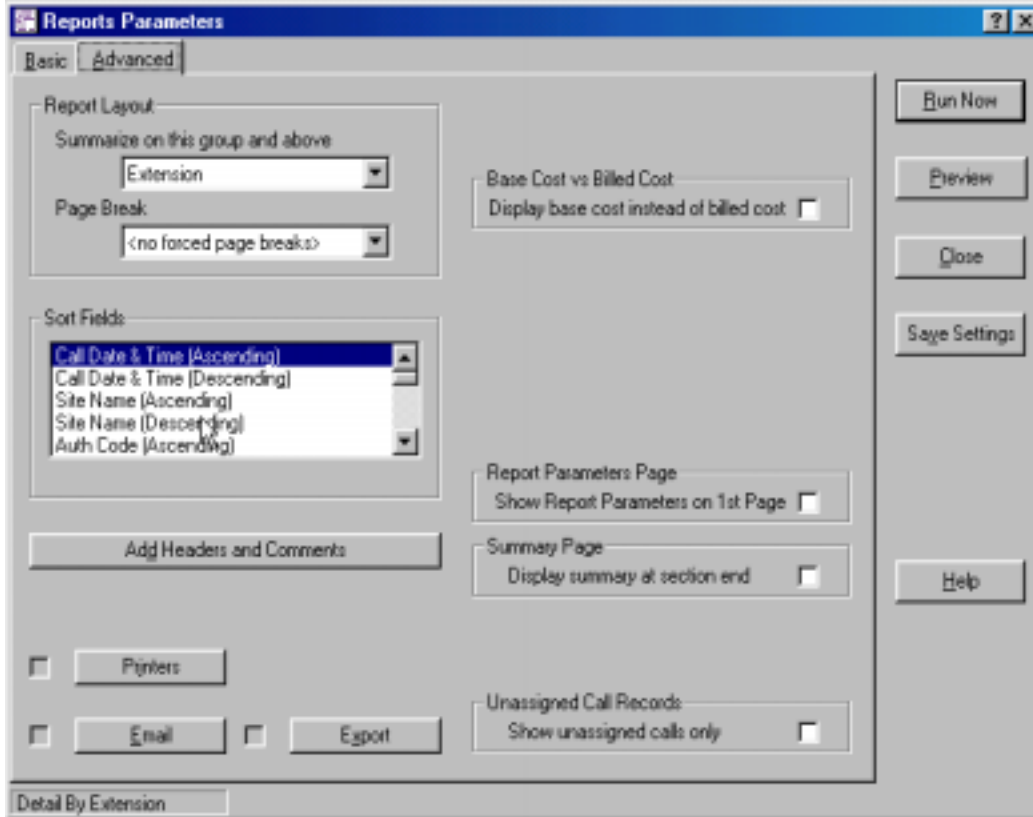
Infotel for Windows Web Reporting is available in the Enterprise version and allows users to access reports via the Internet browsers already installed on their desktops to perform queries over the corporate intranet, alleviating the need for numerous Infotel for Windows client installs throughout the enterprise. For example, each departmental manager can access a summary of charges for their department whenever necessary, without having the client software installed on his workstation. Simply log into the Infotel Web Server to receive up-to-the minute telemanagement reports from anywhere in the world! Infotel for Windows Web Reports appear in a Java-based report viewer that lets users easily navigate through reports, print reports, or even save the reports to disk in RTF or Excel format.

E-mail Merge Reporting

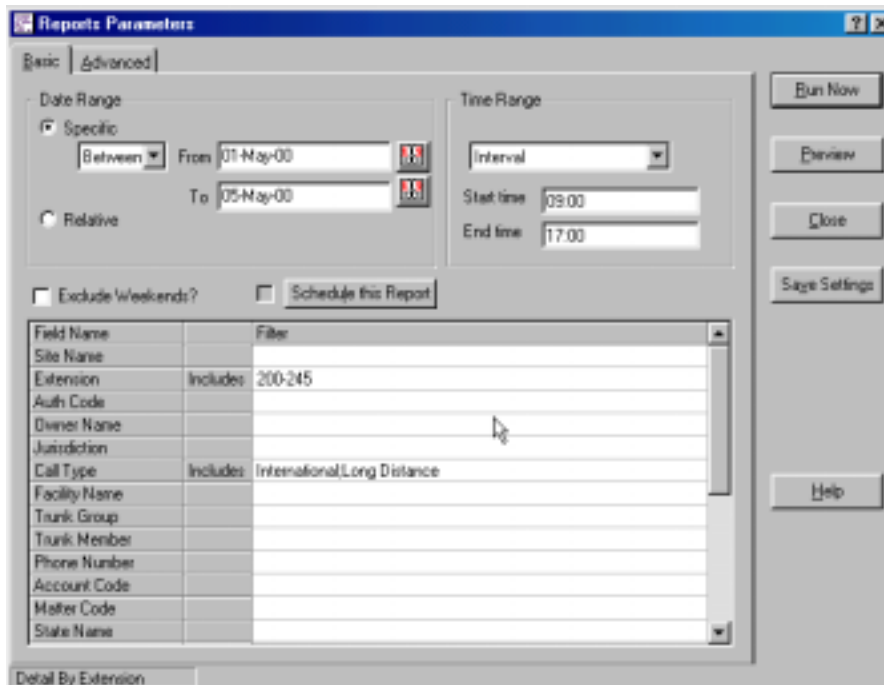
Creating and sending out multiple reports on different levels is no longer needed with Infotel for Windows E-mail Merge function. A single report can be scheduled that is automatically e-mailed to specific users, like department heads, on just the data applicable. For example, one summary report by department can be created. Infotel for Windows E-mail Merge will then automatically disseminate the report and e-mail each department head's call accounting information for his/her own department.

Flexible Reports

Infotel for Windows is configured with pre-defined reports sorted by various entities such as station, organization, trunk, account code, authorization code, user, phone number, area code and DNIS digits. The user can customize column headings, select the sort order and indicate which fields are to be included using a report "wizard." The user can also select page breaks and input headers and footers, as desired, and define sub-totals.



You can produce only the relevant data by filtering out particular unwanted data. Reports can include or exclude calls based upon call type. Reports can also include calls over a specific duration and/or cost. Reports can also be defined for specific hours of the day. The "Interval" time selection produces data for the hours of 9 am to 5 pm, as an example. Easy to navigate, no programmer is needed to customize reports, and training time is minimal.



Infotel for Windows can accommodate up to four organization levels; each can be reported on or included in roll-ups. Reports can accommodate Automatic Number Identification (ANI) produced in SMDR and displays this information in the “number dialed” field on reports in brackets.

Reports indicating fixed charges along with call activity can also be generated giving a full picture of telecommunications costs allowing proper allocation to departments and divisions.

Call Rating

Infotel for Windows processes calls immediately upon receipt, which includes rating and storage. It applies charges based on user-defined rates, the latest commercial tariffs, or a combination of both. Infotel for Windows contains both sophistication in the user-defined rating engine and the simplicity of pricing via the provided rate table, which contains one of more than 100 available tariffs from multiple long distance companies. Rates can be defined per one of twenty call types. Each of these call types can be priced based upon user-definable rates and billing intervals. For example, all long distance calls can be assigned a rate of \$.045 for the first 18 seconds (or other user-definable rate and interval) and \$.005 for each additional six seconds thereafter. Local calls can then be charged \$.25 per call. This specific rating can mirror specially negotiated rates with local and long distance companies and be assigned to a specific trunk line or facility. The user can also utilize the included rate table, which can also be modified by percentage increase or decrease as well as by the addition of a cost per minute or call.

Infotel for Windows also offers up to ten billing classes that can be defined to specific extension numbers, extension ranges, departments, account codes and authorization codes. This provides disparate pricing of calls based upon extension number as well as the trunk facility that carried the call. For example,

extension 200 through 205 can be assigned "billing class 1" where they receive a 50% discount on long distance calls. Extensions 206 through 210 can be assigned to "billing class 2" where their calls are actually marked up a specific amount. This application is ideal for tenant service companies and the hospitality industry.

Other features of this rating engine include the ability to price calls to specific telephone numbers, such as 900 and information calls. Variable taxes with user-definable compounding definitions can be applied. The user can also specify call setup thresholds for call types, which removes duration from calls to allow for connection and ring time. Rating for international locations as well as sites in Canada can also be supported. The application even has an application for promotional free days!

Security

Infortel for Windows employs username/password security. This flexibility allows the administrator to define password levels for specific functions, allowing distribution of workload, if desired. The access can be restricted to the user level; i.e. a user can only obtain information on his/her own station number or department.

Four access levels are available:

Administrator has complete access to all applications and functions.

Manager can perform moves, adds, and changes on their assigned department, and run reports on his/her department as well. For example, the Sales Manager can gain access to only the Sales Department's data.

Clerk is subordinate to the Administrator and can enter and edit data in databases.

Reporter is subordinate to the Manager that sets up his/her password. This level has access to the reports database only and can be limited to his/her own station or department if desired.

Why Is IFW Suited For Large Companies?

Companies of all sizes can benefit from Infortel for Windows.

Large corporations, consisting of many remote locations and more than 1,000 stations, will benefit from the scalability and performance of Infortel for Windows Enterprise. Infortel for Windows Enterprise utilizes true client/server architecture and Microsoft's SQL Server database. The system has been installed at locations with more than 40,000 stations and storing more than 15 million call records. The system can accommodate an unlimited amount of remote locations, as well. Server-based applications, such as Infortel for Windows Enterprise, also benefit from the scalability of the hardware as extra bay space is available for additional hard drives, which can be installed when needed with no degradation to the database.

There is no limit as to the number of concurrent users with valid licensing. In addition, Infortel for Windows Enterprise offers an optional Web Reporting application, which allows anyone with a web browser to gain access to the Infortel for Windows application to generate reports. This eliminates the need to install client software on each user's workstation. Web Reporting offers username/password security, which can be defined to limit access to reports for a particular user or department. This application greatly reduces the system administrator's workload, as department heads and/or users generate their own reports over the company intranet or Internet.

Infortel for Windows also provides the ability to automatically deliver reports via e-mail. This timesaving application distributes reports over the Internet or company intranet by sending data in user-defined formats, such as Excel, RTF, Crystal Reports and HTML. The e-mail merge function also reduces the system administrator's workload by allowing one defined report to be automatically distributed to designated users and/or department heads containing only the applicable information.

More than 90 standard reports are available in the system. Along with the traditional detail and summary reports by user, extension, authorization code and trunk, other reports are offered that are beneficial to the large commercial enterprise. Ranking reports indicate frequently dialed numbers by user for productivity purposes. The Allocation Report allows companies to perform phone bill reconciliation by using the departmental or user-percentage usage indicated against the actual phone bill. Graphic representations of data are also offered in bar, line and pie charts making trend analysis easier to understand.

The system is ideal for creating bills, even allowing pro-rating of equipment charges as well as supporting credits. The system supports mid-month transfer of stations based upon activation and deactivation date, further enhancing the billing capabilities. Infortel for Windows has the ability to import data from external sources, such as calling card and cellular information, allowing one report or bill to be created indicating all telecom-related expenditures.

Another benefit to large companies with Infortel for Windows Enterprise systems is ISI's handling of system implementation and integration with existing networks. ISI will assign a senior-level project

manager to manage all aspects of the installation. These individuals employ standard project management practices for system implementation and are responsible for the successful installation and integration of the system. ISI will also provide an installation specialist to perform on-site installation, testing and training of the system.

ISI's customer service is another feature that sets us apart from our competitors. The National Technical Assistance Center, located in our corporate office in Schaumburg, Illinois, is available to our customers 7am through 7pm, Central Standard Time, Monday through Friday. Custom support packages, including 24 x 7 support, can also be provided. The center is staffed with certified technicians, with one group assigned to accommodate our Enterprise customers only. If a service issue or question arises, customers can call in via toll-free access to TAC; if a technician is readily available, the issue is resolved immediately. Otherwise, the technician makes every effort to return the phone call within two hours of receipt. They employ remote diagnostic software to diagnose and resolve system issues, with remote access available on the buffer boxes as well. Almost 98% of all issues that arise are resolved remotely. Field technicians are also available for on-site visits, should the situation warrant.

Optional Modules

VoIP View

IP telephony is the newest trend in the telecommunications industry. With IP telephony, calls are transmitted over a company's own private network, bypassing the public-switched telephone network (PSTN). Telephony systems (such as CallManager offered by Cisco, the leader in Internet technology and now IP telephony) that provide IP telephony, use a server-based application and IP telephones that provide very high quality voice transmission at a fraction of the cost of traditional PBX-based phone calls.

As telephone calls are actually being made, they need to be tracked and reported on, as with call detail records from traditional PBXs. The IP telephony systems produce information relative to calls being made and maintain this information in the server database. **VoIP View** is an optional software package designed specifically to accommodate these records for Cisco's CallManager IP telephony system. In addition to tracking standard call detail records, **VoIP View** tracks what is known as CMR – Call Management Records. CMR information provides statistics on various items, which let a network manager pinpoint Quality of Service (QoS) issues in their network.

Cisco's CallManager is the intelligent call-processing software component of Cisco AVVID (Architecture for Voice, Video and Integrated Data). Cisco AVVID is designed to integrate all communication into a single infrastructure, providing a single point of management, administration and control for convergent networks. Installed on highly reliable servers, Cisco CallManager provides signaling and call control services to Cisco-integrated multimedia applications as well as third-party applications. Cisco CallManager

is central to the distributed architecture of Cisco AVVID. The product can be distributed and clustered over an IP network, thereby allowing scalability to 10,000 users and triple call processing redundancy.

ISI developed the **VoIP View** product in support of Cisco's Architecture for Voice, Video and Integrated Data (AVVID). **VoIP View** collects the Call Detail Records from Cisco's CallManager platform by querying the SQL Server database and transmitting the data to the Infortel for Windows workstation. The call data (which contains station number, number dialed, date, time, duration, etc.) is then reformatted and processed, providing the same call accounting capabilities available for traditional PBX call detail records.

VoIP View can also provide call accounting for traditional voice networks and combinations of traditional voice and Cisco's IP networks. **VoIP View** can be used to allocate IP telephony costs within an organization, provide productivity reporting and fraud control, and bill-back to tenants

VoIP View is available for Infortel for Windows Desktop and Enterprise versions, offering accounting and billing solutions for both small and large enterprises.

Professional Services Package (PSP)

This optional package is designed specifically for professional service firms such as law firms, accounting firms, architectural firms, advertising agencies, contract engineers or other firms with the desire to bill back telephone calls to clients.

Some key features:

- **Spreadsheet Call Editing** – Provides multiple record selection, locked columns, user-defined fields, variable sort order and right-mouse functionality. Reallocation of telephone calls to the proper account/matter code combination is a breeze with copy functionality, allowing mass updates.
- **Time and Billing Interface** – This user-definable interface works two ways. It accepts lists of client and matter codes automatically on a pre-scheduled basis and also posts valid calls to a time and billing system automatically.
- **Full On-line Validation** – The system automatically informs the user if the client or matter number input is valid.
- **Alphanumeric Account Codes** - May accommodate the existing billing and file systems. The client/matter code can be translated into alphanumeric combinations and exported, if desired.
- **Full Client/Matter Lookup** – No need to remember client and matter codes, the system allows the user to look up this information directly from the spreadsheet. Searches can be initiated by the account code, account name or account group. If this information is unknown, the system performs searches based upon a few characters input. Matter code searches can be accomplished in the same manner.

- **Client-Specific Billing with Ten Billing Methods** - Clients can be billed at one of ten different rate structures, allowing flexibility in bill-back routines to client/matter codes. Billing methods can be defined to accommodate true long distance rates (postalized by call type) with or without a markup or markdown.
- **Security to Department or User Level** – Restricted access is a must in multi-use systems. Security can be defined to a user level, allowing the user to see only his or her own data. If security is defined to the department level, the user can see data for his/her own department. This complements the Call Editor included in PSP, allowing only the calls to show on the screen that are relative to the user; i.e. one administrator can edit call records for a group of attorneys.

Lodging

ISI offers an optional package for the hospitality industry with built-in interfaces to Property Management Systems (PMS). This system includes all the features of the Infortel for Windows package, along with flexible interfaces to PMS systems that allow the user to define communications protocol, call types, fields and format. This flexibility allows Infortel for Windows to be designed to interface with virtually any PMS system.

With Infortel for Windows Lodging, you get the latest lodging technology with proven reliable performance, along with an array of features that are designed to maximize and protect your revenue. Benefits like true 32-bit architecture, SQL Server database and client software and HTML reporting, as well as these additional Lodging features:

- Automated night-audit reports to provide the precise information that your property needs, by automating the nightly running of accounting reports.
- Automatic reporting to minimize or eliminate the need for manual intervention.
- The easy-to-use multi-user Front Desk Applet, via a small footprint, allows front desk personnel to assign billing classes and run quick guest inquiry reports with virtually no training.
- Multiple user option enables Infortel for Windows to be loaded on the network so multiple users can administer the system or run the Front Desk Applet at the same time.
- Built-in alarms alert property personnel or a remote location if the PBX stops producing SMDR. Alarms may be sent via numeric or alphanumeric pager, e-mail or printed on screen.
- In case of PMS malfunction, the system sounds an alarm, via numeric or alphanumeric pager, e-mail or printed on screen, then stores PMS records temporarily. Calls are posted automatically when the PMS becomes available.
- Billing classes for administration, guests and up to ten types of costing allow you to bill individual specific class types differently.

- Tracks authorization codes to post calls from phones throughout the property to guest rooms.
- Taxing allows you to support multiple taxing methodologies with full support for compound taxes, allowing you to accurately recover telecom taxes.
- Handle even the most complex metropolitan area pricing plans.
- Specify special costing to specific numbers, such as 800, 900 and 976 services.
- Set a threshold limit, giving you the ability to charge a flat fee for a certain amount of time, and then charge by the minute thereafter, stopping abuse by guests using the Internet.

Installation Services

ISI offers the following installation options for Infortel for Windows Desktop:

Self-Installation:

Self-installation will be enabled by ordering the **Self Installation Kit**, which provides the necessary checklists, documents, hardware and software to enable your PC support person and PBX technician to properly install, configure and implement the Infortel for Windows system. It includes the necessary instructions to access the ISI Technical Assistance Center for up to two free hours of installation support.

Remote Installation Assistance:

Remote Installation Assistance is basically "Self Install" with expanded help from ISI Technical Assistance Center plus special remote training. The **Remote Installation Assistance Kit** includes the necessary checklists, documents, hardware and software to enable a your PC support person and PBX technician to properly install, configure and implement the Infortel for Windows system. It includes a remote diagnostics modem and software. Also included are the necessary instructions to access the ISI Technical Assistance Center for three hours of remote installation assistance and remote basic training, plus up to two free hours of post-installation support.

ISI Installation and Training:

This is the traditional full-service ISI Installation service which includes system design review, pre-installation coordination, on-site installation, configuration, operational verification and up to four hours of on-site training in the basic operation of the system. This also includes up to two hours of follow-up remote assistance within 30 days of installation.

For Infortel for Windows Enterprise systems, ISI takes a different approach to ensure complete customer satisfaction with successful system implementation:

Project Management and Installation:

ISI will assign an experienced project manager to ensure a completely successful installation. This individual will coordinate all activities relative to the installation of the system, from site survey, planning, data collection and installation through to testing and final acceptance. Experienced ISI Installation Technicians install and test all hardware and software and fully integrate the system to your network.

Data Conversion

ISI can easily convert existing user information from electronic media to the new Infortel for Windows database. The built-in Import Wizard allows user name, station and organizational information to be imported to the Infortel for Windows database eliminating the need for manual input.

Training

ISI instructors ensure that trainees learn the system management and system administration procedures necessary to effectively operate Infortel for Windows. Complete hands-on training is offered with certified technicians and includes topical discussions, hands-on activities and documentation.

Documentation

Every system includes a User Manual that explains overall system operations; how it works and why it works. Specific application procedures are incorporated in an extensive on-line help system that covers everything from basic commands to field lengths.

Customer Support

ISI's Customer Service Department provides user assistance with everything from maintenance procedures to remedial system maintenance. The National Technical Assistance Center is available from 7 am to 7 pm Central Standard Time, Monday through Friday, and is accessed via a toll-free number. Custom support plans, including 24 x 7 support, is also available.

The TAC technicians are trained on the Infortel for Windows application, SQL database, networking functions and data communications. They employ remote diagnostic routines for both the application as well as the buffer boxes. More than 98% of system issues are corrected in this manner. Field technicians are also available should an on-site visit be warranted.