

Telecommunications System Investment Guide . . . In Today's Crowded Landscape

While today's highly competitive telecommunications landscape offers many options for businesses, there are really only four basic source categories with many providers within each category. Although options are good, it is important to have a clear understanding of those options so that you can make informed decisions based on your specific business needs, technology requirements, initial investment, lifecycle support requirements and ongoing operating budget. Our experience suggests that the best decision is one that is based on the highest **value premise and lowest risk** for your size and type of business and your current technology infrastructure and network situation.

Cloud Provider (Online)

- Reoccurring (monthly) services cost (limited options)
- Evolving reliability with technology maturity
- Provider reliance and security challenges
- Network access support challenges
- Unique security risks and limited back-up options
- Cash purchase of telephones and accessories
- No premise pre-sale or post-sale support

Equipment Warehouse (Online)

- Cash purchase (No returns)
- Do it yourself installation
- Limited equipment warranty (Months)
- Owner responsible for lifecycle support

Equipment (System) Providers

- National, regional or locally owned (Service centers)
- Authorized or unauthorized manufacturer support
- Brand name or off-brand products
- Equipment sales (Limited investment options)
- Contracted system installation and limited network coordination
- Certified or un-certified installation and technical support
- Limited implementation support (Staff and/or user training)
- Equipment warranties and/or limited scope service contracts
- Potential escalating ongoing support and system service costs



Solutions Partners (ComNet Solutions)

- Locally owned business (Local response and priority)
- Extensive industry experience and customer commitment
- Authorized manufacturer support (Established relationships)
- Customer lifecycle commitments (Competitive Lifecycle Costs)

Pre-sale commitments

- Technology planning, needs analysis and ICT alignment
- Technology and network assessment and cost audit
- Decision support resources
- Collaborative system and network design (Deployment options)
- Competitive pricing (investment options)
- Industry recognized, proven brand name systems
- Valuable strategic alliances and partnerships

Post-sale commitments

- Certified employee system installation
- Network provider coordination
- Benefit implementation (user training)
- Owner (staff) orientation (Programming and first response maintenance training)
- Business technology alignment
- Extended warranty options
- Lifecycle performance full managed services
- Lifecycle system and network migration support



Competitive Price
Tangible Benefits
Measurable Impact
Greatest Value