

SMB/ICT Alignment Needs Analysis/Technology Assessment/Cost Audit (Version 1: 12/16)

This SMB ICT integration and alignment worksheet is a valuable tool provided to help you analyze your current communication user (employee) needs, telephone system configuration and capabilities, your network configuration and related costs. This will allow the **ComNet** team to provide you with an accurate system and network recommendation and cost analysis.

Like: List current system capabilities that you like and want to retain in the new system

Dislike: List current system challenges that you would like the new system to reduce or eliminate

Reliability Solutions Portfolio - The Imperative to Sustain Business Continuity

Industry leading manufacturer through local authorized (certified) dealer – ComNet Solutions

- Leading-edge system component manufacturing, quality control, extended MTBF, standard one year warranty with managed services or optional extended warranty
- Enterprise level server hardware no moving parts or heat reliability with dedicated or optional virtual (ISS) communication system software and optional applications
- Virtually bullet proof Linux (Mitel) or Windows (Toshiba) operating system, optional software assurance and stable, native applications from a proven, global leading manufacturer
- Standard or traditional level of performance (operation) with survivable remote locations
- Optional mission critical fail-safe (redundant) performance with battery backup
- Serviceability suite with scheduled or on-demand system monitor, alarms, reporting, external and internal alerts, remote (web) diagnostics with recovery, hot swap hardware and live (online) software upgrades and programming
- System and network design, certified installation and lifecycle managed services options

Flexibility Solutions Portfolio - The Imperative to Scale with the Business

Respond to current business situation (start-up, growth or recovery), scale with the business, keep pace with marketplace demands and meet customer expectations. Integrate with information technologies and align with the business to drive performance.

- Scalable digital platform designed for flexibility in deployment, initial design, to adapt, to grow with investment protection lifeline migration path
- DIY initial installation configurator and ongoing administration or certified **ComNet** implementation and optional managed services
- On-site or remote system administration, live programming modifications and hardware upgrades
- Cost-effective station/user phone match, flexible feature assignment, personal user settings and programmable telephone keys, full-duplex speaker phones and wireless conference room stations available
- Mix and match analog, digital and IP phones to build on initial telephone cable investment, integrate with IT infrastructure and/or migrate on-demand
- Seamless access, transparent answering and common features for home based or remote employees and multiple location networks

Business Performance Solutions Portfolio - The Imperative to Drive Front-office, Revenue and Service Center Performance with Top-line Impact

Enhance incoming caller access, service and compete aggressively through positive customer experiences. Objectives include driving customer acquisition, sales, revenue, profit, and improving productivity and service.

- Research, marketing campaigns, sales, and service multimedia contact (call) centers (ACD)
- Information and communications security suite to include encryption and other industry specific privacy regulation compliance capabilities
- Virtual trunking, direct in lines, priority routing, flexible call answering, camp-on with routing and ring-back options and other inbound call management capabilities
- Call handling suite through attendant consoles, direct station selection/BLF, caller ID, automated attendant and flexible interactive voice response
- Inbound and outbound call detail capture, reporting and automated or on-demand system wide or individual station voice call recording with warning

- ❑ Personnel locator suite through phone, zone and all page, page-park with flexible pick-up and hands-free voice announce and calling
- ❑ Multiple tenant service with flexible numbering, system and station feature allocation and other potential revenue stream capabilities
- ❑ Internal and external emergency (security) alarms, stations and first responder notification
- ❑ Station user and customer conference and collaboration anywhere, anytime (personal email) with optional multimedia conferencing
- ❑ Automated appointment scheduling, customer notifications (alerts), promotions and appointment confirmations through virtual voice mail boxes
- ❑ Customer experience suite with music (file based), recorded announcement, event notifications, caller options and other on-hold applications
- ❑ Inbound call routing suite through scheduled or on-demand time-based, skills-based and other flexible call routing capabilities
- ❑ Variable night modes with caller routing and station ringing or forward options

Business Operations Solutions Portfolio - The Imperative to Manage Back-office, Cost and Production Center Resources with Bottom-line Impact

Improve overall office efficiency and information and communications flow. Objectives include prevent costs, reduce, control expenses while increasing efficiency and production quality

- ❑ Customer support, appointment, collection, feedback, help-desk and other back-office multimedia contact (call) centers (ACD)
- ❑ Automated staff scheduling, shift notification, promotions and other announcements through virtual voice mail boxes or dedicated phone numbers or direct in departmental access
- ❑ Call coverage suite with simultaneous or sequential ringing, ringing phone pick-up, flexible call forward, queuing, routing, distinctive ringing and flexible transfer with ring-back
- ❑ Cost effective trunking, station set allocation, feature access, line access and toll restriction to reduce operating costs
- ❑ Employee productivity management suite to eliminate inter-office calling charges, least cost routing, toll restriction, feature access and dialing limitations to reduce costs
- ❑ Flexible account codes for customer bill back or department cost allocation
- ❑ Optional relay service for door lock, door intercom and alternative ringers/bells or chimes

Productivity Solutions Portfolio - The Imperative to Boost Employee Contribution

Increase individual premise, remote, home based or mobile employee productivity and contribution. Support executive level planning, negotiating, decision making, problem solving, organizational leadership and resource management.

- ❑ Executive productivity suite including personal numbers, follow-me, find-me flexible call routing, secretary/boss integration, conferencing, station camp-on/berge-in, speed-dial, last number redial, message waiting, call log and other executive capabilities.
- ❑ Handset, full-duplex speakerphone or flexible wired or wireless head-set operation, and other applicable station accessories
- ❑ On-demand or scheduled staff (employee) voice, video, FAX, text or web or email collaboration, unified messaging and personal (in/out/busy) LED status indication
- ❑ Personal productivity suite through calendar, contact list, voice mail, email (Outlook), CRM systems and other business and personal device synchronization capabilities
- ❑ Flexible remote location hot desking, alternate phone log-in, dynamic extensions and personal mobility through (Apple/Android) smartphone interface and optional softphone laptop and tablet connectivity
- ❑ Instant and unified voice/email messaging (Voice to text/text to voice) and personal or virtual voice mail boxes
- ❑ Digital stylish and easy to use endpoints (phones) with handset or headset operation, programmable feature keys, digital display, voice prompts for ease of use
- ❑ Ethernet pass-through, system level OAI, station level CTI and other vertical market group (third-party) computer integration applications

Maximize Your Investment

Most of today's sophisticated software controlled systems have over 400 standard or optional features while most businesses only use an average of 10 to 12 on a daily basis. It is important to maximizing your system investment by converting relevant features into direct or indirect benefit, measureable impact and overall value to your specific business by aligning the system hardware and software configuration, feature allocation, programming and network access to the workplace (environment), the workforce (employees), the customers (callers) and the business goals and objectives. Partnering with a company like **ComNet Solutions** that embraces this maximize your investment strategy through its customer lifecycle experience commitments can be just as important decision criteria as the system itself.

Communications/Telephone System Assessment

This section of the worksheet focuses on the current telephone system configuration and the planned new system specifications.

Current system manufacturer/age: _____
Current local system support: _____
Existing equipment room evaluation: _____
Premise cable distribution: Cat 3: _____ Cat 5: _____
Premise user devices (Phones) (Refer to station user worksheets for number and type)
 _____ Analog (Retain) _____ Digital (Retain) _____ IP (Retain) _____ Console/DSS
 _____ Basic _____ Display _____ Agent _____ Supervisor
 _____ Executive _____ Accessories: _____
Remote location devices (IP Phones): _____
Mobile user devices (Smartphones/Softphones) _____
Mobile carrier: _____

Communications/Telephone Network Assessment

This section of the worksheet focuses on the current telecommunications network (external) configuration and the planned new network requirements.

Telephone lines/trunks: _____
Special circuits (FAX/Alarm): _____
Line/trunk termination point evaluation: _____
Access carrier: _____
Existing internet service: _____
Current internet provider: _____

Information/Data System Assessment

Are you planning any information (computers/data) system or LAN upgrades, replacements or integration with the new communication (phone/voice) system at this time? Premise LAN Hosted/Cloud

IT support services: _____

ICT Systems and Network Cost Audit

In order for the **ComNet** team to do a realistic cost audit, we must have access to copies of your last two months applicable telephone company or other service provider bill and any applicable cable or other data line bills. It is important for our team to have a complete understanding of your network access services, who is currently providing them and their associated charges so that we can provide an accurate cost analysis.