



CBTS

TECHNOLOGY SOLUTIONS FOR BUSINESS

CONSULTING

SOLUTIONS

SERVICES

Voice Over IP

Transforming the Way Business Communicates

Communication is a critical element for doing business in the 21st Century.

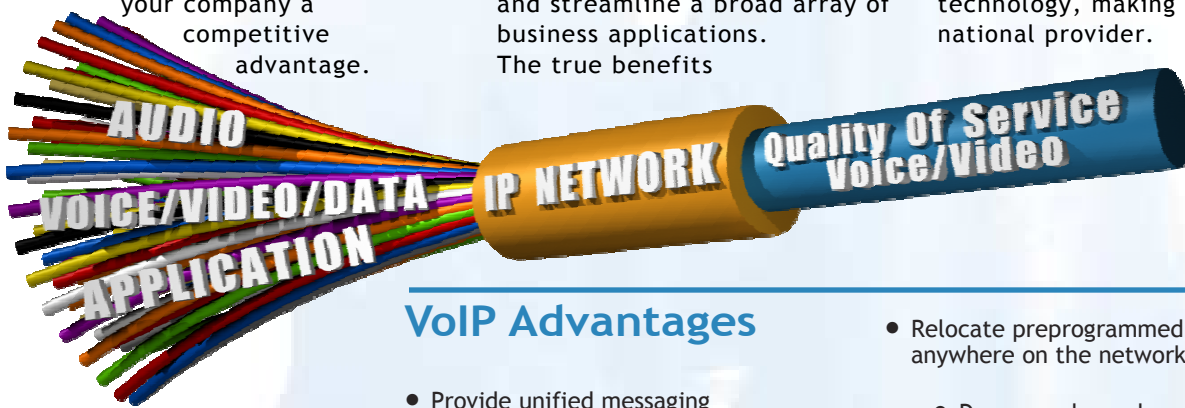
At CBTS, we believe that VoIP technology can keep your employees and customers in touch instantly and 24x7, giving your company a competitive advantage.

Our dynamic suite of fully integrated voice and data solutions can enhance employee productivity, lower operational costs and provide an exceptional experience for your customers.

CBTS utilizes VoIP to simplify and streamline a broad array of business applications. The true benefits

of VoIP are the limitless ways it can be used - unified messaging, collaborative e-mail, wireless network integration and web-enabled call centers, to name a few.

CBTS has the expertise in VoIP technology, making us a leading national provider.



VoIP Advantages

- Provide unified messaging through a single device.
- Manage a single network for voice, data, and video.
- Relocate preprogrammed IP phones anywhere on the network.
- Decrease dependence on public system telephone network lines.
- Gain Quality of Service and secure access from remote locations.

Utility Services

Our full-service utility option provides you with a completely designed, deployed, and managed VoIP solution without the capital outlay it takes to build it in-house.

CBTS offers a **fixed, per-user rate**, where we purchase the required desktop and network equipment, then transfer that cost into a manageable, monthly business expense.

We offer multi-year utility programs that include a technology upgrade, refresh and a tiered, flat rate so you always know the cost of adding or subtracting end users.

You gain a fully managed solution that delivers integrated communication services over a single converged network. This solution is managed 24x7 to ensure that your systems are up and running when you need them.



Major Provider of Leading Edge Technology

CBTS experts can work with you to design, deploy, and manage your system.

We leverage new technology, Six Sigma methodologies, and years of VoIP and telephony experience to provide a best-in-class solution.

CBTS has successfully designed and installed VoIP solutions to hundreds of customers.

We employ 80 certified VoIP experts with experience deploying over 100,000 phones using Avaya, Cisco, and Mitel systems.

Getting Results—The Right Way

Envisioning Success

When you choose CBTS, our VoIP experts become an extension of your implementation team, from system design to installation, configuration, and deployment. Every project begins and ends with our proven process and our certified engineers.

Design

Each VoIP engagement is completed by a team going onsite to learn your business and discuss the range of features, and is led by a tier III engineer. We examine your existing network infrastructure for Quality of Service (QoS) compatibility and application integration. Then we map the connectivity, security parameters, and application functionality that meet your business objectives.



Deploy

Our Program Management Office (PMO) oversees every implementation. PMO does whatever it takes to keep your project on time and on track. We design a secure VLAN on your existing infrastructure to give voice traffic top priority and ensure optimum QoS.

Manage

Our certified engineers provide the ongoing expertise needed to manage your solution through end-to-end service level agreements. Second day support is available through our 24x7 Enterprise Network Operations Center.

Multi-Vendor Strategy

Our multi-vendor strategy enables us to evaluate your business needs and propose the best solution based on your company's environment and requirements.

CBTS has excellent relationships with the leading manufacturers of VoIP products and services.

We put this partnership to work for your organization, ensuring that the solution we recommend, matches the strategy you provide us.

Highlights of our partnerships with VoIP Technology vendors include:

- **Cisco Gold Partner.** Largest Cisco reseller in the region. Over 50 Cisco certified engineers.
- **Avaya Platinum Partner.** One of the top 10 largest partners in the US. Named Avaya's North American Business Partner of the Year in 2002 and 2007.
- **Mitel Communications Certification.**

AVAYA

CISCO

MITEL
Simply Communicating