

Relational's Converged Technologies



Business Smart. Relationship Driven.



Relational
Technology Solutions



RTS Delivers IP Telephony Applications to Enhance

Relational's Converged Technologies Division can be your single point of contact when matching your organization's needs with applications to enhance your IP Telephony functionality. Many companies today have moved beyond the idea of merely replacing their PBX-based systems. They are looking for a single communications platform that provides new features to enhance worker productivity and, more importantly, improve their organizations' performance in a competitive marketplace. Relational will help you architect the right secure and reliable solution to fit your organization's growing needs.

With the advent of the Internet Protocol (IP), and the proliferation of the worldwide Internet, an organization can now seamlessly connect its entire organization virtually without limits. Communications and intra-organization collaboration is easier and more cost-effective than ever before. Relational's Converged Technologies Division specializes in helping companies build and manage their end-to-end VoIP network deployments. More importantly, the applications running on that network are where companies realize the value of their newly deployed IP network.

Perhaps the most compelling value point for converged communications solutions is the ability to develop unique communications solutions tailored to the specific needs of an organization. This is made possible through an open platform for custom software development, which enables organizations to create intelligent communications solutions that can be completely integrated into an organization's line of business applications.

Make It Your Competitive Advantage

Did you know?

- An organization can increase its employee productivity by 60 hours per week for every 25 employees using Telephone Mobility features.
- An organization can increase employee productivity 30 minutes a day and achieve a return on investment in six months or less with United Communications using speech access.
- An organization's centralized attendant functions can be reduced by 25 – 30% when a company utilizes Telephony Mobility features.
- An organization's conferencing telephone expenses can be reduced by 70% with new "Meet Me" conferencing capabilities.

Single Source for Converged Solutions

While migrating to a VoIP network can prove challenging for any organization, your organization can look to Relational's professionals as your one-stop service provider for all of your communications platform needs.

Relational has an experienced team of Certified Pre- and Post-Sales Engineers, CRM Specialists, IP Application Developers, and Project Managers ready to provide you with design, consulting, deployment, and advanced technical support for your network's complete life-cycle.

Our extended service offerings include network readiness assessments, security assessments, voice and data design, staging and configuration, and onsite installation. Our experienced project management services assure a successful deployment.

With every engagement, Relational delivers on the promise of a smooth implementation. Working in tandem with you, Relational will:

- Help your organization align your communications strategy with your business strategy.
- Assess your existing data and voice infrastructure to help you understand your IP readiness.
- Design a scalable infrastructure that will support future growth without massive change.
- Reduce complexity by designing solutions that navigate you through decision point layers whether you are in the financial, retail, healthcare, or education sector.
- Review security and make appropriate recommendations that allow for real-time security monitoring for managing your IP environment.
- Provide a well-managed implementation from our team of highly-certified technicians and engineers.
- Provide ongoing support.



End-User Productivity

The Team that Delivers

If a true converged network is what you desire, you can count on the professional team at Relational to deliver. Our methodology ensures our customers a complete solution, including:

- Consistent, reliable, fault tolerant, clear IP voice communication.
- Consistent, reliable, fault tolerant, high speed access to data and application.
- Complete security for all voice, video, and data communications.
- Integrated network and communication management.
- Scalable to allow for cost-effective deployment.
- Complete integration with existing equipment and infrastructure investments.
- Compliance with all industry standards.
- Fully developed and open platform for custom application development.
- More productivity from your organization's team regardless of their location.
- Lower TCO than a traditional segmented network.

Adding Deeper Value with Customized Application Development

For those clients interested in a custom solution to enhance critical business applications, Relational can deliver. We have experienced developers who are well-versed with Contact Center, Client/Server, and Enterprise Solutions.

Relational provides customized Interactive Voice Response and Computer Telephony Integrated solutions, as well as professional services for Windows/.NET, Java, UNIX, and Linux environments. Relational will identify opportunities for each client to improve services and efficiency, then design and develop software to provide the client's desired results.

Relational Custom Application Offerings

Interactive Voice Response (IVR)

IVR applications side-step client delay issues, dropped calls, and staff utilization for repetitive, low-level tasks. Offerings include:

- **Customized solutions** – Financial Service Providers, Saving Plan Inquiry and Administration, Flexible Benefits Enrollment, and Healthcare.
- **Applications packs** – Banks, Education, Government, Healthcare.
- **Integration Options** – Relational databases (SQL, JDBC, ODBC), Web Services, MQ Series, XML, TN3270, and other custom solutions.

Computer Telephony Integration (CTI)

CTI combines a telephone call distribution system with customer data to enhance and optimize each interaction with the customer. Relational offers CTI solutions including screen-pop, call control, intelligent call routing, fax and email integration, and preview dialing, as well as TSAPI, JTAPI, and other solutions.

Professional Services

Relational offers a wide variety of custom applications development services. We can provide solutions to suit specific requirements and interface to legacy data sources. Our Relational application engineers are experienced in developing solutions for Windows/.NET, Java, UNIX, and Linux platforms as well as Oracle, MS SQL Server, Sybase, and other database platforms.

Converged Technology Solutions

Relational has the proven expertise to help you implement a single communication platform no matter what technology platform you decide is right for your environment.

- VoIP Network Readiness Assessment
- Converged Network Design
- Consulting Services
- Wireless Assessment
- Security Review
- Network Testing and Analysis
- IP Telephony, Voice and Video Solutions
- Call Center and CRM Solutions
- Messaging and Conferencing Solutions
- Custom Applications Development
- Project Management and Deployment Services
- Network Integration
- Implementation Services
- Technical Support Services
- Maintenance Services



As a leading independent solutions provider, we have been helping companies just like yours for more than 15 years. We offer a complete range of technology choices, along with flexible financing options designed to help clients maximize the return on their investments across the technology asset's life-cycle.

Independence

We work for you. Our vendor independence allows us to recommend the best technology solutions for your specific business needs and budget.

Industry Leader

We've earned our stripes—overseeing \$1B in technology transactions annually. Relational is the second largest vendor-independent technology lessor in the United States.

Market Knowledge

We deliver more. Our growing client base looks to Relational's team for industry and technical expertise, along with advice on new technology market timing. We advise our clients on the best time to buy or refresh technology at the optimal price.

Strategic Partnerships

We have Blue Chip alliances. We have earned Platinum, Gold, or Premier Partner status with all the leading technology partners we supply and support.

It's About Choice

We give you options. Whether you select new or used equipment, Relational delivers. In addition to providing new technology, Relational is one of North America's leading re-marketers of certified, refurbished IT equipment.

Our Service

We add value. For more than 15 years, Relational has provided Fortune 1000 and emerging mid-market organizations with a wide range of creative and cost-effective solutions. Each solution was specifically designed to address business challenges and manage risk for the complete life-cycle of each technology asset. We do this by offering an integrated suite of solutions for the acquisition, financing, and disposal of IT assets. As a result, our clients realize the optimum return on their technology investment.

Proven Methodology

We raise the bar. Relational's signature IT Portfolio Management Methodology sets a higher standard for client centric technology solution designs. Our experienced product and portfolio managers analyze a client's budgetary life-cycle, and match it to the technology life-cycle. The net result is a strategic IT asset management migration strategy at the lowest possible cost.

Technical Expertise

We know technology. Our seasoned account teams provide expertise in designing custom solutions for specific areas such as enterprise servers, network design, telephony, and storage.

Become an adopter of voice and data convergence and recognize the benefits that companies of all sizes are taking advantage of today. For more information, please contact your Relational sales representative or visit Relational's Converged Technologies Division at www.rts.com.

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