



Question & Answers

We realize that a single presentation or quote may not always answer all questions regarding a project so we continually make an attempt to place ourselves in the position of the client and ask questions that we would ask. Of course, we encourage interaction so please contact your account representative at any time for additional questions and/or comments.

The more we know about your business the better we can serve you!

Q: What are the Telecom Requirements?

A: These are some of the carrier items that must be procured through carrier relationships to get calls to route to an in house IVR system location.

Q: Why does the in house quote show 2 systems?

A: We do not recommend that anyone use their production system for testing and development. This is an unwise practice and can create problems in the field. Therefore, we quote a development system on a smaller scale that can be used for new programming, training and testing.

Q: Why does the in house telecom system cost more than a regular PC?

A: These systems, although based on an Intel platform, are much more than just a PC desktop. They are NEBS compatible, telecom hardened, rack mount systems with dual power supplies and passive back planes for expansion flexibility. Although a regular PC may work in some smaller projects we just don't recommend betting the business on it.

Q: How is annual support calculated?

A: We take 15% of the overall system costs including programming, 3rd party software and the hardware itself. Our support agreements include support for all items that are in the calculation.

Q: Why is programming for in house significantly greater than the hosted option?

A: In some cases the price is the same. If your quote is different, that means we have completed an extensive decision process and determined the best solution for the client application is a hosted solution. We try to give you an incentive to make that choice. And since we know we will have a longer term relationship with hosted clients we will eventually gain that discount back through references or new business with the client. Our primary philosophy is that we want to become an integral part of the client's business process so that we may continue to add value to their business.

Q: What is included in the hosted fee?

A: This is the beauty of the hosted environment. You are not paying for hosting and per minute fees. You are only paying for the amount of the system you use. We set the minimum to afford to expand the ports to account for your new application. For example, if you use \$500 worth of minutes, then you still pay \$995. If you use \$1500 worth of minutes that month, you pay only \$1500 (not \$1500 + \$995). You are going to pay for minutes anyway with in house so we have found this process to be a very fair arrangement for both parties.

Q: How much is additional programming or change orders to the system?

A: For in house systems we normally charge \$125 per hour, charged by 1/4 hour, plus expenses for any new work done. (Bug fixes are rare, but free). For hosted systems, we normally charge \$75 per hour since we are working on our own systems and usually have little or no additional travel/overhead expense to do the work.