



Vertical Customer Assurance Program

Future Proof Your Telephony Investment with VCAP

Program Overview



“ VCAP ensures that as time passes, your TeleVantage system continues to be a hard-working business asset that grows gracefully with your organization. ”

Your Vertical TeleVantage® communications system is engineered to grow with you. As time passes, it remains a state-of-the-art business tool because new features and enhancements that improve productivity and customer service are easily added via simple software upgrades. Your access to the latest advances is guaranteed by the Vertical Customer Assurance Program (VCAP), which ensures that TeleVantage will be the last phone system you'll ever have to buy.

TELEVANTAGE GROWS WITH YOU

As your business grows and you add employees, new offices, facilities and remote sites, your communications needs will become increasingly demanding and sophisticated. Ultimately, your basic communications needs will outpace the capabilities of any phone system, which at some point will become obsolete and require upgrading or replacement.

That is why we developed VCAP, which ensures that as time passes, your TeleVantage system continues to be a hard-working business asset that grows gracefully with your organization. Today's TeleVantage delivers a suite of productivity-enhancing, call-handling applications that are beyond the capabilities of conventional phone systems. For example, its intuitive ViewPoint™ graphical interface displays all call control features on a PC monitor for easy

drag-and-drop and mouse-click call handling. Call logging is automatic. TeleVantage is easy to configure for multi-site applications, offers a host of call center features, and much more, including an especially valuable capability – future-proofing against obsolescence.

TeleVantage is an open, software-based phone system and is easily updated via software upgrades. With VCAP, TeleVantage never becomes obsolete. Upgrades with new features and updated support for new standards (see Table 1) are implemented quickly and can be scheduled when convenient. The result: TeleVantage with VCAP delivers a maximum return on your initial telephony investment year after year. ROI is optimized. There are no costly and time-consuming forklift upgrades. Best of all, you never have to invest in a new phone system.

Table 1: Sampling of Vertical TeleVantage Upgrade Features

Version 4 Upgrade	Version 5 Upgrade	Version 6 Upgrade	Version 7 Upgrade
<ul style="list-style-type: none"> • Full call center suite • Real-time reporting • Supervisor capabilities: join, coach and monitor • Account code billing and reporting • GUI-based operator console 	<ul style="list-style-type: none"> • High-density conferencing • System call recording and logging • Hotline support • Tenant support • Interactive Voice Response (IVR) plug-ins 	<ul style="list-style-type: none"> • Mobile phone extensions and messaging • Simultaneously ring office & mobile phone • Viewpoint VoIP call control • Executive override, whisper and monitor 	<ul style="list-style-type: none"> • Native Instant Messaging • SIP (VoIP) Protocol • Softphone support • Skills-based routing • Archiving and browsing call recordings

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Table 2: Vertical TeleVantage with VCAP vs. Proprietary Systems

Benefit	TeleVantage with VCAP	Proprietary System
Easy software upgrade	Yes	No
Upgrade costs are fully deductible for the tax year incurred*	Yes	No
Upgrade costs can be scheduled accurately	Yes	No
Phone system stays current year after year	Yes	No

*Please consult your tax advisor for information regarding your specific tax situation.

GET MORE AND SPEND LESS

The VCAP program is the quickest and most cost-effective means of protecting your TeleVantage investment against obsolescence. As a subscriber in the VCAP program, you get immediate access to new TeleVantage features and technologies as they become available without forklift upgrades (see Table 2).

One modest annual fee ensures that all new feature enhancements are delivered to you automatically – and at up to 60% off the cost of purchasing them individually as a non-VCAP customer. Specific savings depend on the configuration of your system.

SPECIFY WITH CONFIDENCE

Vertical Communications, Inc. is a leading provider of next-generation IP-based and digital communications systems for business. Vertical has established a track record

of providing the world's leading business organizations with powerful communications solutions that improve efficiency and provide managers with new information and metrics to increase productivity and profitability. Vertical's customers are leading companies of all sizes – from small to large and distributed – and include CVS/pharmacy®, Household International and Apria Healthcare. Vertical is headquartered in Cambridge, Mass.

We're eager to show you how the Vertical Customer Assurance Program can ensure that your TeleVantage system continues to deliver the best return on your investment over the long term by keeping your system current at a fraction of the cost of non-subscription upgrades. For pricing information or to place an order, contact your authorized TeleVantage Solution Provider or call Vertical today at 800-914-9985.



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