

TeledAX™ WP

Telecom Department Administration Solution

Product Overview

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INTRODUCTION

The Challenge

Employee MAC (*Move, Add, and Change*) occurs every day in every enterprise organization, and is the most expensive aspect of Voice and Data Network SPA (*Service and Provisioning Administration*). Some MACs involve moving a single employee – others thousands of employees – but all MACs have long been a necessary, expensive, resource-intensive and time-consuming aspect of the organization.

In an ever-changing business environment, administration of voice and data network changes is a significant cost factor and an activity that is frequently on the critical path. Increased Merger and Acquisition activity, Corporate Re-alignments, Employee Reductions, Workforce Mobility, and Technology Integration all require substantial changes to Voice and Data Network Systems and Applications, Corporate Data-stores, and Organization Directories.

According to Enterprise Voice/Data Managers interviewed by ITBS, more than 60% of Voice and Data Network SPA costs are directly related to MAC administration activity. Each MAC activity item often requires provisioning of equipment, configuration of communication systems, and synchronization of multiple corporate databases – presently very labor-intensive activities. Customers surveyed estimate that each MAC request costs \$150-200 to administer and that, on average, one telecom-related MAC is required per telephone station per year. The typical Enterprise organization spends over \$1.3M per year in Voice MAC (VMAC) Administration costs alone.

The Solution

TeleDAX™ enables Enterprise organizations to significantly reduce their Voice and Data Network SPA costs by automating, standardizing, integrating, and streamlining virtually every aspect of the MAC process. TeleDAX™ accomplishes this by uniquely fusing advanced IT Technologies with an in-depth expertise of Voice and Data Network SPA processes, tasks, and responsibilities.

Further, TeleDAX™ combines an easy-to-use Web-based Interface, an Intelligent Workflow Platform, and Direct Back-End Linking Technology to increase automation, scalability, adaptability, and integration throughout the entire organization. Through this unique approach, TeleDAX™ offers our customers the most advanced, efficient, and effective Voice and Data Network solution available, saving them more than 50% of the administrative costs associated with Voice and Data MAC Activity, and eliminating over 90% of miscues that often cause delays and employee downtime.

The Expertise

Built on over 75 cumulative years of extensive IT, Telecommunication and Enterprise Network administration expertise, ITBS has partnered with several Fortune 500 organizations to create the most effective, efficient, scalable, adaptable, and automated Voice and Data Network SPA solution. These are all key benefits that positively impact the bottom-line of an organization, thereby increasing their competitive edge in a constantly fluid and volatile business environment.

THE TELEDAX™ SOLUTION

The TeleDAX™ solution is the most advanced, automated, scalable, adaptable, and secure Telecom Department Administration Solution for enabling Enterprise organizations to more efficiently and effectively manage every aspect of their Voice and Data Network SPA (*Service and Provisioning Activity*).

Overview

TeleDAX™ uniquely fuses advanced IT Technologies with an in-depth expertise and understanding of Voice and Data Network SPA processes, activities, and tasks to create the most automated end-to-end solution that addresses every aspect of the DMAC (Data Moves, Adds, and Changes) and VMAC (Voice Moves, Adds, and Changes) processes.

In a day and age when Communication Technology advancements continue at such a rapid pace, TeleDAX™ offers Enterprise organizations the most efficient and effective Voice and Data Network SPA solution. Through this efficiency, ITBS empowers existing network managers to concentrate their resources on those tasks that more directly and positively will impact the organization's bottom-line, such as: Technology Integration, Workforce Mobility, Voice and Data Network Convergence, and Technology Migration initiatives.

Architecture

TeleDAX™ is able to provide this automation, efficiency, and effectiveness by deploying a three-tiered architecture: Web-Based User Interface, Intelligent Workflow Platform, and Direct Back-End Linking Technology.

Web-Based User Interface

The TeleDAX™ solution employs an easy-to-use Web-Based User Interface from which the user performs all activities. This user interface utilizes advanced security and authentication functionality, restriction-based user group and permission capability, an in-depth Data Dictionary, an advanced Help Feature, and user-configurable Work-Space Design profiles.

Additionally, the interface environment of TeleDAX™ has been developed to utilize several components key for organizing the user's work space, to include a Navigation Pane, a Working Pane, and a Work List Pane.

Navigation Pane

The Navigation Pane provides a collapsible and expandable list of features and functions available within the TeleDAX™ solution. By clicking on each item, the user is brought to the relevant portion of the TeleDAX™ solution.

Working Pane

The Working Pane displays the tables, forms, and report results and provides the user with the capability to add, edit, and modify information contained within the TeleDAX™ solution. It is this pane where the users perform the majority of their tasks.

Work List Pane

The Work List Pane of the TeleDAX™ solution is directly tied to the user "Logged In" to the system, displaying those items with outstanding work to perform which are assigned to that particular user, or the group to which they belong. The work list can range from outstanding MAC Projects awaiting an Administrator's approval, to work awaiting completion and sign-off from a Voice Technician.

Intelligent Workflow Platform

The Intelligent Workflow Platform of the TeleDAX™ solution has been developed using a very robust and feature-rich BPM (Business Process Management) platform. This platform includes several key components used to automate and streamline many of the workflows present within TeleDAX™, to

include a Service Definition Component, a Run-Time Services Component, a Monitoring & Control Component, and a Reporting Engine Component.

The Service Definition Component provides the ability to define virtually all meaningful units of the Network Administration Department, to include users, roles, events, activities, etc. Next, rules, policies and workflows are created through a robust set of modeling tools. Once defined, the Run-Time Services Component uses these definitions and workflows to control virtually every aspect of the administration process. During operation, the Monitoring & Control Component analyzes and monitors workflows, enabling administrators to manually over-ride or enhance process workflows. Finally, the Reporting Engine Component is used to extract meaningful information about the services, processes, and administration activities to provide managers with the tools they need to identify business process improvement areas, evaluate service levels, and review detailed performance metrics.

Direct Back-End Linking Technology

The Direct Back-End Linking Technology employed within TeleDAX™ is equally robust and feature-rich. It distinctly enables TeleDAX™, in conjunction with the Intelligent Workflow Platform, to automatically route, update, and exchange data with other systems and applications. This exchange of data is provided by using the latest technology and protocols, to include: Web Services, XML, SPML, SOAP, JDBC, ODBC, LDAP, and even flat ASCII files.

Functionality

The TeleDAX™ solution was developed using a modular structure, enabling a solution to be seamlessly tailored to adapt and scale to the requirements and needs of an organization. Additionally, each module is further comprised of independent components, enabling an organization to not only create an end-to-end solution that meets their needs and requirements, but ensures that a cost-effective solution is implemented, directly correlating to the functionality they use.

Web-Based User Interface Module (Required)

The Web-Based User Interface Module provides the fundamental components and framework for users to perform their job functions within the TeleDAX™ Solution. As a web-based application, the user interface is deployable anywhere, anytime, to any administrative level – including the End-User Level. The components within this module include the Security and Authentication Component, User Group and Permissions Component, Data Dictionary Component, Help Feature Component, and Work-Space Design Component.

- **Security and Authentication Component** – Provides a comprehensive framework in which users “Sign-In” to the TeleDAX™ solution. In addition to several firewall layers and encryption services deployed on the back-end, this gives TeleDAX™ an additional line of security on the front-end to further ensure the protection of any sensitive information.
- **User Group and Permissions Component** – Provides a comprehensive framework in which user groups and permissions can be assigned to restrict user Read/Write/and Re-Write capabilities throughout the TeleDAX™ solution.
- **Data Dictionary Component** – Provides a comprehensive framework in which users are able to access definitions, context explanations, graphical representations, and examples of key words, terms, and Acronyms that may be used throughout the TeleDAX™ solution.
- **Help Feature Component** – Provides a comprehensive framework in which users are able to search, view, and print step-by-step process instructions for the processes, tasks, and activities provided within the TeleDAX™ solution.
- **Work-Space Design Component** – Provides a comprehensive framework in which users may customize and change their TeleDAX™ work space to fit their preferences. TeleDAX™ saves these preferences to the User’s Profile and automatically loads them the next time the user “Signs-In”.

Intelligent Workflow Platform Module (Required)

The Intelligent Workflow Platform provides a highly configurable framework which serves as the central intelligence system for the TeleDAX™ solution. This framework analyzes, monitors, and directs all processes, activities, and tasks to streamline administration processes, apply detailed process workflows, speed service delivery, and validate and retrieve data within the TeleDAX™ solution. The components within this module include the Service Definition Component, Run-Time Services Component, Monitoring & Control Component, and the Reporting Engine Component.

- **Service Definition Component** – Provides a comprehensive framework to define business entities, roles, processes, governing business rules, and events necessary for a customized implementation of the TeleDAX™ solution. This component includes a Domain Modeler, Organization Modeler, Availability Modeler, Entity Modeler, Activity Modeler, Resource Modeler, Event Modeler, Process Flow Modeler, Business Rule Modeler, and an Adapter Modeler.
- **Run-Time Services Component** – Provides a comprehensive framework that automatically translates the definitions into real-time business services that may span across different roles within the TeleDAX™ solution. Based on feedback from such roles, TeleDAX™ automatically makes decisions based on the business rules defined in the Service Definition Component. Such decisions may include routing of work items to the next participant, send email notifications, automatically update systems and applications, etc.
- **Monitoring & Control Component** – Provides a comprehensive framework for administering and monitoring the business process for various MAC related activities, to include terminating a process, re-allocating work to a different role, skipping a number of activities, etc. This component includes both a Process Management Console and a Service Management Console.
- **Reporting Engine Component** – Provides a comprehensive framework for automatically generating customized reports for all transactions that happen within the TeleDAX™ environment, as well as any business process-related information. This reporting feature enables executive management personnel to make valuable decisions in terms of business process improvement, tracking service levels, compiling performance metrics, etc.

Direct Back-End Linking Technology Module (Required)

The Direct Back-End Linking Technology Module provides the framework within which to automatically exchange information with other systems, applications, and data-stores within an organization. The components within this module include the Adapter Development Component, Exchange Scheduler Component, and Integration Engine Component.

- **Adapter Development Component** – Provides a comprehensive framework in which to define, create, and manage data schemas. These schemas, or Data Transportation Definitions, are used to define data from any system, application, or data-store to its smallest building block or unit of information. Once defined, a complete data-exchange schema is created that will form the basis for data exchange.
- **Exchange Scheduler Component** – Provides a comprehensive framework for scheduling and orchestrating the exchange of information between TeleDAX™ and external systems, applications, and data-stores. With the ability to set pre-determined intervals of exchange, this component initiates, tracks, and validates all data transfer activities.
- **Integration Engine Component** – Provides a comprehensive framework for integrating transported data into the TeleDAX™ solution. This component also includes built-in features for ensuring data transaction integrity.

Voice MAC Module

The Voice MAC Module provides the components and framework within which to create, administer, and close VMAC projects and requests. The components included within this module include the VMAC Component, Dial Plan Component, Spare Number Component, Model Component, and the Template Component. Each component provides unique functions and capabilities related to the administration of Voice Network SPA.

- **VMAC Component** – Provides a comprehensive VMAC Form, complete with data validation, current configuration snapshots, automated assignment of extension numbers, automated email notifications, and file attachments capabilities.

- **Dial Plan Component** – Provides a framework to layout and manage the Dial Plan for an entire organization. This is to include categorizing number ranges according to DID (Direct Inward Dial) and Non-DID numbers, and further categorization i.e. VDN's, Announcements, Call-Center Agent ID's, Physical Stations, Phantom Stations, etc.
- **Spare Number Component** – Provides 100% automation capability for tracking and updating all numbers within the Dial Plan, assigning Extension Numbers, and re-cycling old Extension Numbers.
- **Model Component** – Provides a framework to establish corporate-wide Telephone Configuration and Function Standards – associated by department, position, or job function – that can significantly stream-line the provisioning process.
- **Template Component** – Provides a framework for the customization of telephone button features, configurations, and templates – to include electronic creation and distribution of phone button templates to the end-user.

Location Hierarchy Module

The Location Hierarchy Module provides the framework to manage all aspects of how location information is attributed, maintained, and used; creating a standard that will be used throughout the entire TeleDAX™ solution. The location hierarchy is used within the VMAC and DMAC processes, within the Wire Record Library, Station Record Library, and ultimately used to correlate Floor Plans and Network Diagrams. Also, in many cases the location hierarchy provides a key piece of information that can be used to exchange data between applications and data-stores within an organization, i.e. e-911 Applications, Directory Applications, and Facility Management Applications.

The Location Hierarchy Module is comprised of several components, to include a Location Level Component, a Location Entity Component, a Location Schema Component, and a Location Schema Update Component.

- **Location Level Component** – Provides the capability to define an indefinite number of location levels within an organization, to include relationship definitions to further describe the parent/child characteristic of each location level.
- **Location Entity Profile Component** – Provides the capability to create and administer complete profile information for an indefinite number of entities within each location level defined in the Location Level Component.
- **Location Schema Component** – Provides the capability to compile and manage the location schema portion of the location hierarchy, providing the framework for associating the location level relationships between each location entity to create a standard to be used throughout the TeleDAX™ solution.
- **Location Schema Update Component** – Provides the capability for automatically synchronizing the Location Hierarchy Schema within TeleDAX™ with other systems, applications, and data-stores.

Expense Hierarchy Module

The Expense Hierarchy Module provides the framework to manage all aspects of how expense allocation is attributed, maintained, and used; creating a standard that will be used throughout the entire TeleDAX™ solution. The expense hierarchy is used to perform MAC Administration charge-back, allocate station rates for CDR Application updates, and to validate Expense Codes as they are entered into MAC Requests and Trouble Requests from the user.

The Expense Hierarchy Module is comprised of several components, to include an Expense Level Component, an Expense Entity Profile Component, an Expense Schema Component, and an Expense Schema Update Component.

- **Expense Level Component** – Provides the capability to define an indefinite number of expense levels within an organization, to include relationship definitions to further describe the parent/child characteristic of each expense level.
- **Expense Entity Profile Component** – Provides the capability to create and administer complete profile information for an indefinite number of expense entities within each expense level defined in the Expense Level Component.

- **Expense Schema Component** – Provides the capability to compile and manage the expense schema portion of the expense hierarchy, providing the framework for associating the level relationships between each expense entity to create a standard to be used throughout the TeleDAX™ solution.
- **Expense Schema Update Component** – Provides the capability for the Expense Hierarchy Schema within TeleDAX™ to automatically synchronize with other systems, applications, and data-stores.

Records Library Module

The Records Library Module of the TeleDAX™ solution provides the framework to capture, manage, and maintain records and profiles that relate to many aspects of the Voice and Data Network SPA process. These records provide the basis for current configuration snapshots, Administrator and Technician research tools, and Network Architecture and Layout management. The components available within the Records Library Module include:

- **Station Library Component** – Captures a complete profile of all Telecom Stations within an organization, including PBX and VM Configurations.
- **Wire Library Component** – Captures a complete profile of all Wire Cable Records within an organization, associating all connected and ported cable pairs to their relevant station.
- **Port Library Component** – Captures and tracks all Voice Network Analog and Digital Ports for use and availability
- **Remote Access Library Component** – Captures a complete profile of all employees with Remote Access Capability to the Data Network.
- **IP Telephone Library Component** – Captures a complete profile of all IP Phones deployed throughout an organization, to include IP Soft-phone and IP Hard-phone profiles.
- **Floor Plan Library Component** – Manages an electronic hierarchy of all Floor Plans and makes them available for use throughout the VMAC and DMAC processes.
- **Domain Library Component** – Captures a complete profile of all Domains available on the Data Network for use within the DMAC process.
- **Server Library Component** – Captures a complete profile of all Servers available on the Data Network for use within the DMAC process.
- **Business Segment Library Component** – Captures a complete profile of all Business Segments – and associated Domains – available on the Data Network for use within the DMAC process.
- **Connection Library Component** – Captures a complete profile of all Data Network connections configured within the Data Network.
- **Network Diagram Library Component** – Manages an electronic hierarchy of all Network Diagrams and makes them available for use throughout the DMAC process.

Data MAC Module

The Data MAC Module provides the components and framework within which to create, administer, and close DMAC projects and requests. The components included within this module include the DMAC Component, Cable MAC Component, and Misc. MAC Component. Each component provides unique functions and capabilities related to the administration of Data Network SPA.

- **DMAC Component** – Provides a comprehensive DMAC Form, complete with data validation, current configuration snapshots, automated email notifications, and file attachment capabilities.
- **Cable MAC Component** – Provides a comprehensive Data Cable MAC Form, complete with data validation, automated email notifications, and file attachment capabilities.
- **Misc. MAC Component** – Provides a general Data Network MAC Form, complete with data validation, automated email notifications, and file attachment capabilities. This component is used to create, administer, and manage ad hoc Data Network MAC Requests not associated with Connectivity or Cabling activity, i.e. Server installations, Router installations, etc.

Troubles Module

The Troubles Module provides the framework within which to create, administer, and close Trouble Requests. The components within this module include the Voice Repair Component, Data Repair Component, and Cable Repair Component.

- **Voice Repair Component** – Provides a comprehensive Voice Repair Form, complete with data validation, current configuration snapshots, automated email notifications, automated paging capability, file attachment capabilities, and a priority/escalation function.
- **Data Repair Component** – Provides a comprehensive Data Repair Form, complete with data validation, current configuration snapshots, automated email notifications, automated paging capability, file attachment capabilities, and a priority/escalation function.
- **Cable Repair Component** – Provides a comprehensive Cable Repair Form, complete with data validation, automated email notifications, automated paging capability, file attachment capabilities, and a priority/escalation function.

Automated Updates Module

The Automated Updates Module provides the framework within which to automatically exchange and synchronize information with other systems, applications, and data-stores. This module includes the PBX System Update Component, VM System Update Component, Disaster Recovery Update Component, CDR Application Update Component, Directory Application Update Component, and e-911 Application Update Component.

- **PBX System Update Component** – Provides for sending automated updates to the PBX System for all affected non-complex VMAC Requests. This functionality is provided by the Direct Back-End Linking technology employed within the TeleDAX™ solution.
- **VM System Update Component** – Provides for sending automated updates to the VM System for all affected non-complex VMAC Requests. This functionality is provided by the Direct Back-End Linking technology employed within the TeleDAX™ solution.
- **Disaster Recovery Update Component** – Provides for sending automated updates to the Disaster Recovery application for all affected VMAC Requests. This functionality is provided by the Direct Back-End Linking technology employed within the TeleDAX™ solution.
- **CDR Application Update Component** – Provides for sending automated updates to the CDR Application for all affected VMAC Requests. This functionality is provided by the Direct Back-End Linking technology employed within the TeleDAX™ solution.
- **Directory Application Update Component** – Provides for sending automated updates to the Corporate Directory application for all affected VMAC Requests. This functionality is provided by the Direct Back-End Linking technology employed within the TeleDAX™ solution.
- **e-911 Application Update Component** – Provides for sending automated updates to the e-911 application for all affected VMAC Requests. This functionality is provided by the Direct Back-End Linking technology employed within the TeleDAX™ solution.

Corporate Directory Module

The Corporate Directory Module provides the framework to compile, manage, and maintain an on-line Corporate Directory for the entire organization. The components available within this module include Employee Contact Profile Component, Employee Location Profile Component, Employee Department Profile Component, and the Automated Update Component.

- **Employee Contact Profile Component** – Provides the ability to assemble, manage, and search employee contact information to include phone information, email information, etc.
- **Employee Location Profile Component** – Provides the ability to assemble, manage, and search employee location information, to include Location Hierarchy, Address, Inter-Office Mail, etc.
- **Employee Department Profile Component** – Provides the ability to assemble, manage, and search employee department information to include Expense Hierarchy, organization hierarchy, etc.

- **Directory Update Component** – Provides the ability to automatically update and synchronize information within the corporate directory with other systems, applications, and data-stores.

Resource Scheduling Module

The Resource Scheduling Module provides the framework to manage and maintain the work schedule for various VMAC, DMAC, and Cabling Administrative personnel. The components available within this Module include the VMAC Scheduling Component, DMAC Scheduling Component, Cable Scheduling Component, and the Automated Scheduling Component.

- **VMAC Scheduling Component** – Provides the capability to manage every aspect of VMAC Resource Scheduling and dispatch. This component includes the capability to track and manage vacation time, project allocation, and other administrative functions.
- **DMAC Scheduling Component** – Provides the capability to manage every aspect of DMAC Resource Scheduling and dispatch. This component includes the capability to track and manage vacation time, project allocations, and other administrative functions.
- **Cable Scheduling Component** – Provides the capability to manage every aspect of Cable Resource Scheduling and dispatch. This component includes the capability to track and manage vacation time, project allocations, and other administrative functions.
- **Automated Scheduling Component** – Provides the capability to automate the scheduling of all affected resources within the respective aspects of Network Administration. This component includes the capability to associate pre-defined blocks of time to common activities, tasks, and processes; analyze resources availability; and, automatically schedule the next available resource for a particular project or request.

Inventory Management Module

The Inventory Management Module provides the framework for maintaining the Inventory associated with Voice and Data Network SPA. This module includes the Inventory Entity Component, Inventory Receipt Component, Inventory Reservation Component, Inventory Notification Component, and Inventory Automated Ordering Component.

- **Inventory Entity Component** – Provides for the capability to profile items tracked within the Inventory Management Module. This includes manufacturer and supplier profiles, model profiles, quantity information, and pricing information. This component provides the most basic unit upon which the Inventory Management Module is built.
- **Inventory Receipt Component** – Provides the capability to replenish Inventory Levels when new shipments/orders arrive. This component is used in conjunction with the Inventory Entity Component to maintain inventory quantity levels.
- **Inventory Reservation Component** – Provides the capability to validate sufficient inventory levels, and place a hold on inventory items, that are necessary to perform VMAC and DMAC requests. This step enables administrators to ensure all inventory items necessary for MAC requests are available for schedule completion dates.
- **Inventory Notification Component** – Provides the capability to automatically send notifications and alerts to pertinent personnel when inventory counts drop below pre-defined levels.
- **Inventory Automated Ordering Component** – Provides the capability to automatically create and submit inventory orders to manufacturers or suppliers to replenish low inventory levels.

Asset Management Module

The Asset Management Module is used for tracking the distribution and assignment of Voice and Data Network equipment, components, and other inventory items. This includes capturing location and user information, status, condition, availability, and value of each item.

Invoicing Module

The Invoicing Module provides the framework within which to charge-back administration costs for completing a Voice or Data Network SPA activity, task, or process. This module includes the VMAC Invoice Component, DMAC Invoice Component, Cabling Invoice Component, Trouble Invoice Component, and Administrative Invoice Component.

- **VMAC Invoice Component** – Provides the capability to charge-back internal departments all associated costs with administering a VMAC Project or Request. This is to include all resource time as well as materials and equipment used.
- **DMAC Invoice Component** – Provides the capability to charge-back internal departments for all associated costs with administering a DMAC Project or Request. This is to include all resource time as well as materials and equipment used.
- **Cabling Invoice Component** – Provides the capability to charge-back internal departments for all associated costs with administering a Cable MAC Project or Request. This is to include all resource time, as well as materials and equipment used.
- **Trouble Invoice Component** – Provides the capability to charge-back internal departments for all associated costs with administering a Trouble Request. This is to include all resource time, as well as materials and equipment used.
- **Administrative Invoice Component** – Provides the capability to charge-back internal departments for all associated costs not related to administering MAC or Trouble Projects or Requests. This could include Admin Training, Admin Meetings, Admin Functions, etc.

Corporate Help Desk Module

The Corporate Help Desk Module provides the framework for TeleDAX™ to interface and exchange information with a corporate help desk solution. This module can provide assistance directly to the Help Desk personnel, or interoperate with an online corporate helpdesk solution.

THE TELEDAX™ OFFERING

Technology Overview

TeleDAX™ is a Web-based J2EE-compliant Enterprise Network Administration Solution that can automate most of the current manually-administered processes and tasks of Voice and Data Network SPA (Service and Provisioning Administration), thereby providing greater efficiency and effectiveness. Further, TeleDAX™ is a thin client application and provides the following key features

- Security rights can be authenticated and authorized with standard LDAP Protocol services
- Web-enabled reports can be generated on-the-fly, and can be converted and stored as standard Adobe PDF files.
- Provides the ability to generate e-mails with attachments by interfacing with J2EE standard compliant Java Mail API's.
- Intuitive user interface with a collapsible and expandable tree view control similar to the ubiquitous MS Windows Explorer look and feel.
- Ability for users to customize and personalize the look and feel of the work environment as per the user-defined cascading style sheets. These style sheets are automatically saved in the user's profile and will be re-applied during the next logged-in session.

Pricing Overview

ITBS markets and sells our TeleDAX™ solutions using a License Model. The TeleDAX™ License Model has three separate licenses, which include an SLU (Software License for Use), an SLM (Software License for Maintenance, and SLS (Software License for Service). In addition to the software licenses, ITBS also has standard rate charges for Hardware Costs and Installation Costs.

SLU (Software License for Use)

The TeleDAX™ SLU is priced based upon 5 different components, as the cost and value of the solution directly correlates to the Number of Modules utilized, Number of Components utilized, Number of Sites administered, Number of PBX Systems administered, and Number of Stations administered. ***Price List Available Upon Request***

SLM (Software License for Maintenance)

ITBS sells SLM's on an annual basis for the technical support of our TeleDAX™ WP solutions. The SLM is offered in three different plans, with each plan containing specifications for Hours of Support, Number of On-Site Support Incidents per Month, Number of Off-Site Support Incidents per Month, guaranteed response times for On-Site Support, and guaranteed response times for Off-Site Support. ***Price List Available Upon Request***

SLS (Software License for Service)

ITBS sells SLS' on an annual basis for a number of services provided by ITBS. The pricing structure for the SLS includes an Initial Annual Price for the Initial Site, then a Per Site Additional Price for additional sites supported. ***A comprehensive list of Offered Services and Associated Prices are Available Upon Request.***

ITBS feels this pricing structure provides the greatest flexibility in pricing a TeleDAX™ solution specifically for the functionality an organization chooses and utilizes, while keeping it simple to understand and compute. Further, many of the features and services offered within the Pricing Structure are optional to the customer, giving them more flexibility in choosing a complete solution that fits their budget.

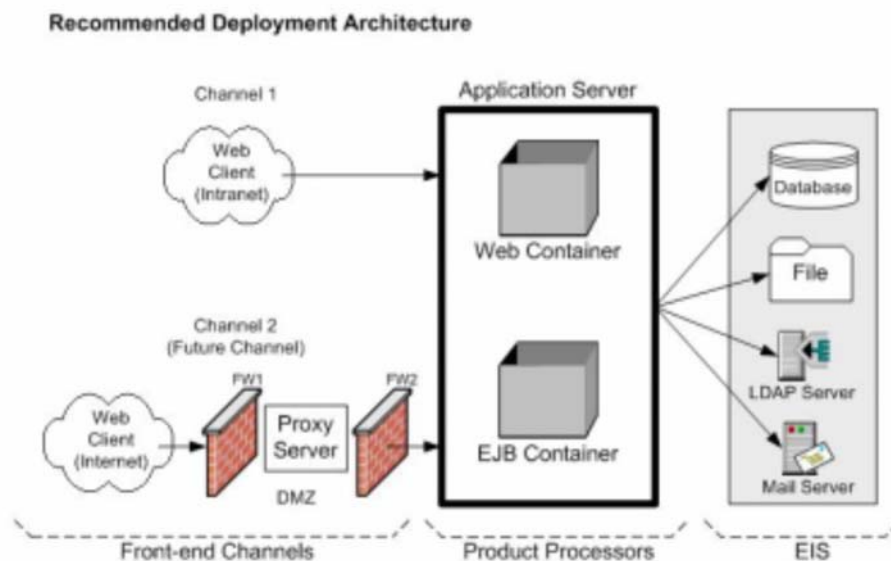
Additionally, ITBS is committed to working with each organization to find a purchase plan that is right for them. As such, ITBS offers a number of payment schedules, to include: One-Time, Annual, and Monthly.

Deployment Overview

TeleDAX™ WP is a J2EE-compliant web application. This platform provides TeleDAX™ with a well defined web tier that can be deployed seamlessly in J2EE compliant web containers (i.e. Tomcat, Weblogic) and the EJB tier can be deployed in J2EE compliant application servers (i.e. Weblogic, Web-Sphere and J-Boss).

TeleDAX™ natively supports all standard RDBMS platforms.

The recommended deployment environment is to use Weblogic Application 8.1 Server to run both the web-tier (Front-End) and EJB-Tier (Application-Side), with Oracle 8i/9i/10g database as the RDBMS platform (Back-End).



Benefits Overview

ITBS' TeleDAX™ WP solution offers Enterprise organizations a number of key benefits, to include:

- Vendor and Platform-Neutral Interoperability, to include Legacy Systems and Applications.
- Web-Based Interface deployable to any administrative level – to include the End-User.
- Intelligent Workflow Platform that is highly adaptable, enabling TeleDAX™ to conform to an organization's existing business processes, rather than forcing the organization to re-engineer their business process to conform to the TeleDAX™ solution.
- Reduces Errors and Miscues by over 90%.
- Can completely automate over 70% of VMAC Requests.
- Can reduce overall Voice and Data Network SPA costs by over 50%.
- Provides the framework for implementing a Centralized Administration Center, supporting an unlimited number of sites regardless of topography, geography, and disparate systems, applications, and platforms.
- Easily scalable and adaptable to organization changes across an entire company.

For More Information

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