

Network Computing Request for Information: **VoIP System**  
Publication Date: **June 24, 2004**

## **I. Introduction**

Network Computing's June 24, 2004 cover package will be devoted to the state of VoIP for smaller companies. Why should a 200-employee company buy your VoIP system rather than outsourcing its telecom needs? We're basing our analysis on a fictional 180-employee insurer that is moving into new offices (details below). If you would like to participate, please RSVP to the author, Peter Morrissey, by March 26, 2004, and return completed RFI to Peter by April 14.

## **A. Purpose**

This Request for Information is proprietary to Network Computing and CMP Media, LLC. It is drafted and disseminated for the sole purpose of generating information on VoIP products for publication in Network Computing on June 24, 2004. Participating vendors must meet the minimum requirements for participation and agree that any information returned to Network Computing in response to this RFI will be published in print and electronic form on our Web site, [www.networkcomputing.com](http://www.networkcomputing.com).

## **B. Instructions**

The following minimum requirements are essential to participate in this review. Please check all that apply.

**Please note:** Products proposed in this RFI **MUST** be shipping at time of your response. No beta products, please. We reserve the right to examine a test unit (either in our lab or at a customer site) of any product submitted.

- ☒ System must support a minimum of 220 Ethernet-attached IP phones (180 employees plus room to grow. Please list maximum number of phones supported.)
- ☒ All phones must support 802.3af
- ☒ All phones must have two, 100 megabit ports
- ☒ All phones must support 802.3q/p and either DiffServ- or TOS-based QOS
- ☒ All responses must include Unified Messaging support
- ☒ All responses must include ACD support
- ☒ All responses must include Presence support
- ☒ All responses must include support for Telecommuters

**If you do not meet all of these criteria, your product does not meet the minimum qualifications for this review. Please RSVP to Peter Morrissey ([pmorrissey@nwc.com](mailto:pmorrissey@nwc.com), 315-443-2575). Thank you for your consideration.**

If you respond to the RFI, please note the dates in Section C to complete the RFI on time for inclusion in our June 24, 2004 issue. We suggest you read through the entire RFI before answering questions. You can reference answers to other questions in the RFI using the section and question number. Please do not reference materials outside the RFI; incorporate them into your answers. This RFI will be the **only** source used to compare the participating products.

Questions provide for Yes/No checkbox answers. In addition, some questions require more detail using an essay format. **Essay-type questions include word-count limits. Any responses submitted beyond the limit may be disqualified.**

Please answer all questions as this information is the foundation on which we determine the winning bid and our Editor's Choice Award. If you have questions, please contact Peter Morrissey.

### **C. Effective Dates**

RFI Issue Date: March 12, 2004

RSVP Deadline: Postmarked by March 26, 2004

**RFI Deadline: Postmarked by April 14, 2004**

Publication Date: June 24, 2004

## **II. Business Overview**

HaveNoFear Insurance LLC insures the makers of reality television programs, including everything from Fear Factor to Candid Camera. The growing reality TV media phenomenon requires insurance due to the dangerous, high-risk activities that make these shows so popular. The likelihood of a lawsuit from a stunt gone wrong, or mental abuse and humiliation from another contestant or panelist is high. As a result, insuring the sponsors, producers and staff of these shows has become a high-growth area. HaveNoFear is growing quickly, but also faces stiff competition. As a result, actuaries, risk managers, loss control engineers, underwriters and legal counsel must work together to efficiently set premiums for new shows, sometimes on a stunt-by-stunt basis, while keeping the company's costs down. Case managers, customer service reps and claims adjusters have to work together to resolve claims in a timely manner.

The company plans to move its staff of 180 employees to larger headquarters and will require a new phone system. Upon occupying the building, HNF IT will install a high-bandwidth, high-quality LAN that will not be part of this RFI. While there are no satellite offices, about 20 employees telecommute from home, and 30 additional employees have offices at headquarters but also travel extensively and telecommute from home occasionally.

The company is seeking basic, reliable, cost-effective communications, but it is also interested in improving efficiency of staff interactions and optimizing business processes. Aside from traditional phone service, provided cost-effectively via VoIP, HNF is also interested in applications such as presence and unified messaging. The company hopes this new system will give it a competitive edge against larger, more well-established insurers who are increasingly attracted to the lucrative business of insuring those associated with reality TV.

## **III. HNF Business Essentials**

A. Total employees: 180

B. Number working remotely: 50

C. Existing network infrastructure:

The network infrastructure will be LAN-based with Layer 2 and Layer 3 QoS enabled. There will be 100 megabit connections to desktops with 802.3af PoE support. A gigabit backbone will connect to the rest of the network. Assume that the network is more than adequate to support VoIP applications.

#### **IV. Goals**

The company hopes to keep costs low and improve productivity and its ability to compete.

#### **V. Business Objectives**

- A. Improve internal communications
- B. React quickly to new business prospects
- C. Provide excellent customer support
- D. Control costs



Provide the business case for your selection based on HaveNoFear's goals, objectives and business environment. You are free to include a competitive analysis. Please limit your answer to 500 words or fewer.

**Interactive Intelligence Response:**

*INTERACTIVE INTELLIGENCE offers a unique architecture by utilizing Intel's Netstructure Host Media Processing software for a software only, SIP-based IP PBX. This means there is no proprietary hardware and all applications are handled via SIP and voice over IP by utilizing industry standard media gateways and endpoint devices. INTERACTIVE INTELLIGENCE also uniquely offers a Microsoft-based suite of applications to meet nearly every business communication requirement. This powerful combination of open software architecture approach is the only system on the market that offers license upgrades into additional applications such as interactive voice response, complex ACD routing and multi-media contact center applications as well as outbound dialing and many others without adding expensive bolt-on third party products. This mix of applications available from the same administrative interface is unique in the industry for enterprise and contact center applications for any business.*

*The traditional "glue" approach of our competitors dramatically limits flexibility to change and react to customer communication requirements as your business changes. First invest in a phone system that is also a communications platform, and then build a plan for effectively integrating new communications applications into every area of the business.*

*INTERACTIVE INTELLIGENCE offers investment protection with options for scalability and business applications. INTERACTIVE INTELLIGENCE adapts easily to changing technologies by plugging in services to an event-processing engine. This means that customers can adapt and change without forklift upgrades into other products. For instance, INTERACTIVE INTELLIGENCE's telephony interface changes from traditional to SIP or to mixed environments without changes to administrative interfaces or user interfaces. INTERACTIVE INTELLIGENCE grows in scale as well to support thousands of users. In a high growth company such as HaveNoFear, this is highly important. There is no better "insurance policy" than investing in a technology that is future-proof to save costs for long term communications requirements.*

*INTERACTIVE INTELLIGENCE contains costs by reducing administration. The server is administered on the network like any other Windows-based application server. The IT group uses a menu-driven application to control all call routing as well. User security is handled with the Win2k login. With other products, there are several servers that must be administered. INTERACTIVE INTELLIGENCE is one system. Also, since the company uses a software approach, there are no expensive spares to maintain or proprietary hardware parts to pay thousands of dollars to support. The server maintenance is maintained like all other servers on the network. Cost of phone devices is dramatically reduced because you are not locked into proprietary protocols that drive up the costs of hardware. Costs for industry standard devices using SIP are dramatically going down and not up.*

## B. Phones

**Basic phones for most employees.** (These phones should be as low cost as possible while still containing required features)

1. Model of phone proposed: [Polycom IP 300 \(available June\)](#)
2. Pricing per 100 phones including software licenses: [Estimated \\$225](#)
3. Insert picture of phone here:



4. Please verify support for the following required features:

[✓](#) 802.3af  
[✓](#) Two 100-megabit ports  
[✓](#) 802.3q/p and either DiffServ- or TOS-based QOS

5. Please check features tied to hard key:

[✓](#) Call transfer  
[✓](#) Call forwarding  
[✓](#) Call hold  
[✓](#) Volume control buttons

6. Please check additional features supported:

- ☒ Calling number & name on display
- ☒ Message-waiting indicator
- ☐ Backlit display
- ☒ (via adjustable phone stand) Tilttable screen

7. Please fill in quantity:

Number of call appearances: 1  
Number of bridged appearances: 0  
Number of programmable keys: 7  
Size of display: 4 Inches X 2 Inches

8. List codecs available: G.711, G.729

9. List codecs available with Voice Activity Detection/Silence Suppression: G.711, G.729

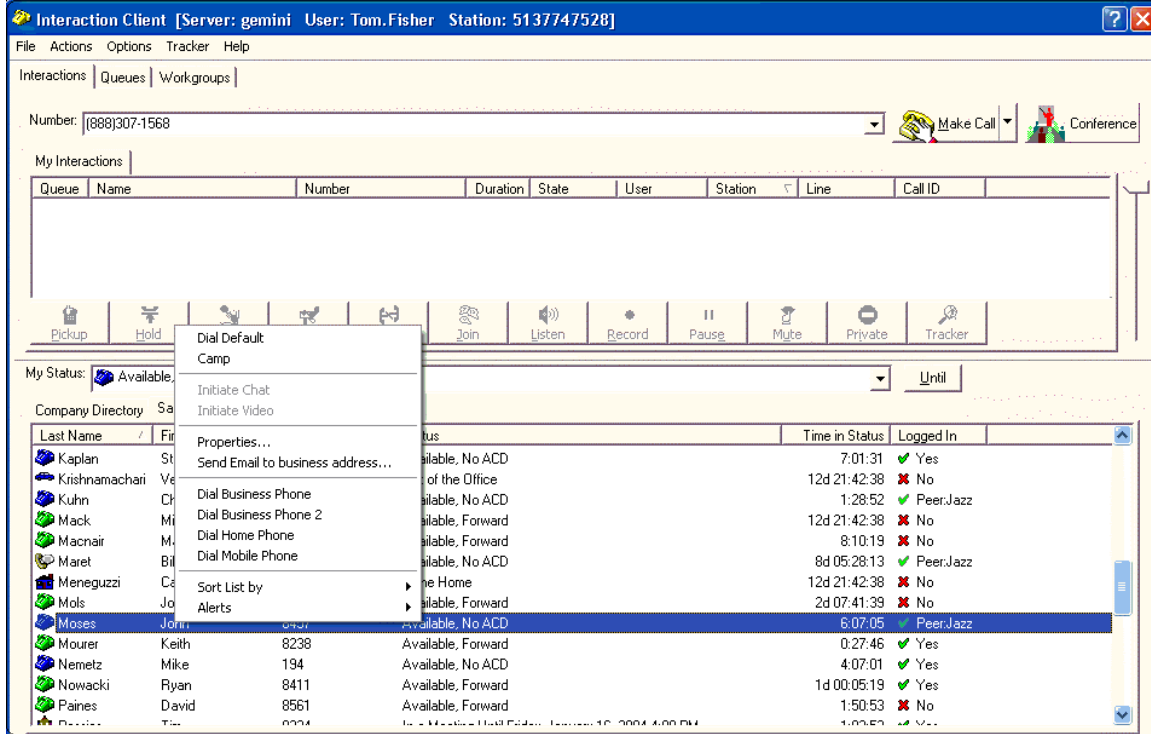
## **2. Executive phones:**

1. List model of phone proposed: Polycom IP 500
2. Pricing per 100 phones including software licenses: \$350
3. Insert picture of phone here:



## Interaction

### Client



4. Please verify support for the following required features:

- ☒ 802.3af
- ☒ Two 100 megabit ports
- ☒ 802.3q/p and either DiffServ- or TOS-based QoS

5. Please check features tied to hard key:

- ☒ Call transfer
- ☒ Call forwarding
- ☒ Call hold
- ☒ Volume control buttons

6. Please check additional features supported:

- ☒ Calling number & name on display
- ☒ Message-waiting indicator
- ☐ Backlit display
- ☒ (via adjustable phone stand) Tilttable screen



7. Please fill in quantity:

Number of call appearances: Phone: 3 / Interaction Client: Limited only by maximum call resources in server – can be limited per user by class of service

Number of bridged appearances: Phone: 0 / Interaction Client: Supports 10 or more

Number of programmable keys: Phone: 7 / Interaction Client: “Keys” may be removed or added – none programmable. Unlimited speed dials.

Size of display: Phone: 4 Inches X 2 Inches / Interaction Client: Limited only by monitor size

8. List codecs available: G.729, G.711

9. List codecs available with Voice Activity Detection/Silence Suppression: G.729, G.711

### **3. Attendant Consoles:**

1. List model of phone proposed: IP500 with Interaction Client

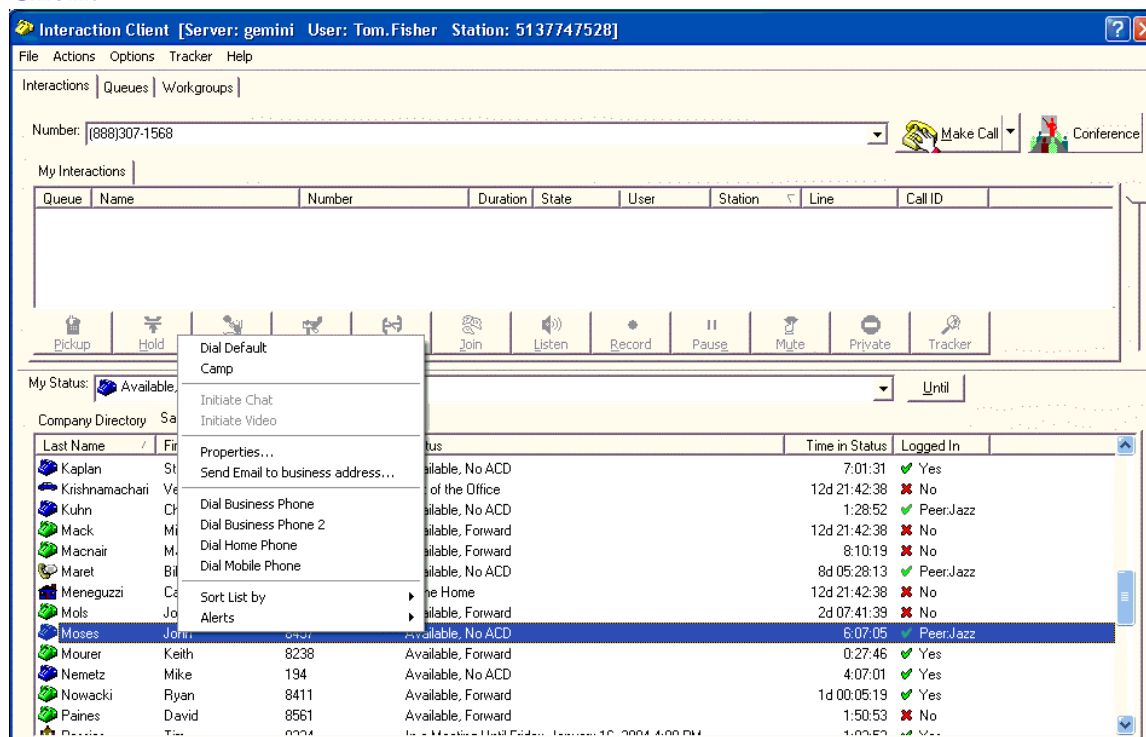
2. Pricing for two phones including software licenses: \$350

3. Insert picture of phone here:



## Interaction

### Client



4. Please verify support for the following required features:

- ☒ 802.3af
- ☒ Two 100-megabit ports
- ☒ 802.3q/p and either DiffServ- or TOS-based QoS

5. Please check features tied to hard key:

- ☒ Call transfer
- ☒ Call forwarding
- ☒ Call hold
- ☒ Volume control buttons

6. Please check additional features supported:

- ☒ Calling number & name on display
- ☒ Message waiting indicator
- ☐ Backlit display
- ☒ (via adjustable phone stand) Tilttable screen
- ☒ Direct trunk selection
- ☒ Incoming trunk display

7. Please fill in quantity:

Number of call appearances: Phone: 3/ Interaction Client: Limited only by maximum call resources in server – can be limited per user by class of service

Number of bridged appearances: Phone: 0/ Interaction Client: Supports 10 or more

Number of programmable keys: Phone: 7/ Interaction Client: “Keys” may be removed or added – none programmable. Unlimited speed dials.

Size of display: Phone: 4 Inches X 2 Inches/ Interaction Client: Limited only by monitor size

8. List codecs available: G.729, G.711

9. List codecs available with Voice Activity Detection/Silence Suppression: G.729, G.711

#### **4. Conference phones:**

List model of phone proposed: Polycom SoundStation

Pricing for five phones including software licenses: \$3089.25 – supports interface for up to 3 additional conference phones

Insert picture of phone here:



*With AudioCodes Gateway*



Describe major features of conference phone: Limit answer to 100 words.

#### **Interactive Intelligence Response:**

*Polycom conference phones are the industry standard for high quality conference functionality. These phones feature full duplex audio, 360 degree room coverage and easy expansion for larger rooms.*

*The AudioCodes gateway's also provide a robust technology solution for clients. The gateways feature:*

- *10/100 Base-T Ethernet Interfaces*
- *Selectable, multiple LBR coders per channel*
- *Internal Power Supply*
- *T.38 compliance*
- *Echo Canceller, Jitter Buffer, VAD and CNG*
- *Web Management*
- *SNMP and syslog support*

5. Describe how software images are updated on phones in order to minimize management costs and disruption to end users. Maximum of 100 words.

**Interactive Intelligence Response:**

*The conference phones are connected to an AudioCodes SIP/Analog FXS gateway. These gateways provide a cost effective solution for customers with existing analog devices or who want to maintain the use of high quality speaker phones. The gateways are configured and updated via an intuitive web based interface for ease of management.*

Provide the business case for your phone selection based on HaveNoFear's goals, objectives, and business environment. Please limit your answer to 100 words.

**Interactive Intelligence Response:**

*While Enterprise Interaction Center® (EIC) supports any SIP compliant device, INTERACTIVE INTELLIGENCE partnered with the industry leading device manufacturer of voice over IP devices and audio conferencing to bring customers best of breed technology. The Polycom line of phone devices provides a wide range of features and functions in addition to extremely high voice quality. As HaveNoFear expands their operations they could also leverage other phone types such as Cisco and Pingtel or they could leverage their PC's as phones via the SIP enabled Interaction Client. This approach brings down costs and adds flexibility as new types of devices emerge on the market for SIP.*

**C. PBX**

Pricing for PBX with the following capacities and features checked below:

- 300 IP phones
- 50 telecommuters
- 10 analog fax lines
- 48 Inbound digital trunks with DID support
- 35 Outbound digital trunks

1. PBX Model: Enterprise Interaction Center® (EIC) – Version 2.3

2. PBX Price: \$113,545 - See attached pricing summary

3. Describe high- availability and redundancy features. Limit answer to 200 words:

**Interactive Intelligence Response:**

*There are two redundancy options.*

*If only basic call routing is required and a system is down, a backup proxy server is offered from INTERACTIVE INTELLIGENCE that will load balance incoming calls on a per DID basis. Calls may still be routed to departments for instance.*

*Maximum redundancy is achieved by deploying an Automatic Switchover system that offers a redundant server on the network. No calls are lost and the system automatically switches all users to the back up EIC server in case of planned maintenance or other issue.*

4. Check the following features that are supported in the proposed system:

- ☒ Authorization codes
- ☒ Automatic callback
- ☒ Add-on conference
- ☒ Call waiting
- ☒ Paging
- ☒ Hoteling
- ☒ Automatic camp-on
- ☒ Automatic alternate routing
- ☒ Trunk callback queuing
- ☒ Uniform dial plan
- ☒ Night service
- ☒ E911 Support
- ☒ Class of service
- ☒ Class of restriction
- ☒ Intercom groups
- ☒ via third party overhead paging system) \_Group paging
- ☒ Directed call pickup
- ☒ Group call pickup
- ☒ Distinctive ring

5. Provide the business case for your selection based on HaveNoFear's goals, objectives, and business environment. You are free to include a competitive analysis. Limit response to 300 words.

**Interactive Intelligence Response:**

*INTERACTIVE INTELLIGENCE is known in the industry for our contact center suite and the Enterprise Interaction Center® (EIC) offers ACD and provides sophisticated supervisor monitoring tools even to informal contact centers. Supervisors can get alerts on customer queues to maintain service levels. These alerts can be visual or audible. Supervisors also have recording and monitoring tools to be able to listen in to new agents for training purposes and record calls to review customer service issues.*

*EIC's ACD offers easy to manage yet flexible tools for contact center managers. Workgroup calls can be overflowed in advance of waiting for an already busy group. HaveNoFear may also announce wait times to callers as a proven technique to increase customer satisfaction if the queue has a relatively low wait time.*

*INTERACTIVE INTELLIGENCE also offers pre-integrated application modules to popular CRM packages. These pre-integrated modules save users time in looking up cases, or forgetting to track customer information. This pre-integrated approach means that businesses can have the sophistication offered previously only to very large formal call centers.*

*Presence management means that users know at a glance that is available to solve their issue or problem. Users can log into their Interaction Client to manage telephone calls from any location. It is estimated that time spent tracking down other employees or playing voicemail tag can mean solving customer issues faster and as much as an hour per day of time per user.*

*Employees no longer just want to work just from the office. INTERACTIVE INTELLIGENCE's combined virtual office feature set allows users to login from any location and use any telephone as if it is their office telephone. Users have communications management through the Interaction Client from their office desk, home office, or their laptop using any telephone including their cell phone. Find me/follow me allows traveling users to be located even when in their car. This allows customer contacts to get through rather than spending valuable time in voicemail tag.*

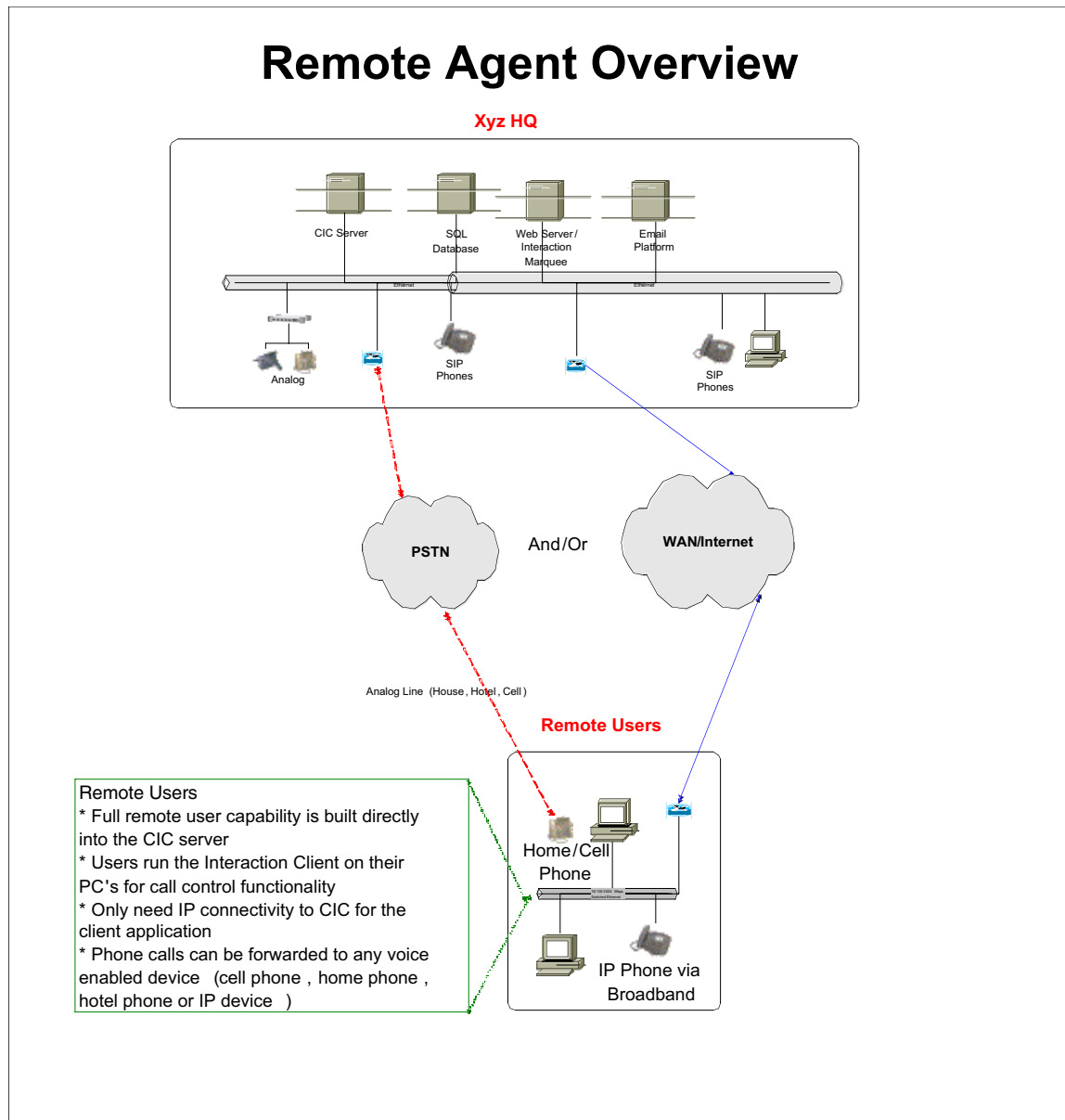
#### **D. Telecommuting:**

Currently there are 20 employees who live in the area and want to telecommute from home via their broadband connections. The company wants to provide the flexibility for those in the call center to be able to work from home in a seamless manner. There will also be 30 additional telecommuters who also have office phones but spend a majority of their time on the road.

1. Provide name of telecommuting product: *Included with Interaction Client – not an add-on module*
2. Provide per employee price for telecommuting product: *Included with Executive user configurations; it is \$45 additional to add the item to the basic phone workstations.*

3. Provide a diagram of your proposed telecommuting solution:

**Interactive Intelligence Response:**



4. Describe how you provide this in a secure, functional environment. Limit response to 150 words.

**Interactive Intelligence Response:**

*Security is always a large concern in any telephony deployment. As such, the IC platform is designed to provide extremely advanced telephony functions in a secure environment.*

*For users using their home phone, cell phone or any other phone as their audio device we use what is called remote agent functionality via the EIC server. These users can dial into the IC server and are prompted for the extension and password. If the users are equipped with the IC client the client connections are typically routed thru a secure VPN tunnel to ensure data integrity.*

*Users utilizing IP phones via the Internet will appear to be a direct extension on EIC. These users can use their phones with or without the Interaction Client. The IC system uses digest authentication to verify that the endpoint is allowed on the system internally. In addition, the phone traffic is typically routed over a VPN to maintain integrity.*

## **E. Presence:**

The second set of telecommuters mentioned above will need to be accessed as quickly as possible. There are also numerous other groups of individuals within the company who need to access each other at a moment's notice. The company would like the option of knowing the availability information of individuals, or groups of individuals, who can quickly be consulted or patched into a call to address problems via office phone, telecommuting phone, cell phone, IM or e-mail.

1. Indicate the product name or feature that provides this option *Enterprise Interaction Center® (EIC)*
2. Provide the price for this feature per 100 users *Included with Product*
3. Describe the hardware/software platform and requirements. *No additional hardware or software required*

1. List the features available:

### **Interactive Intelligence Response:**

- *ZSee User Status*
- *Automatic Update of VM Message – For example if status is changed to In a Meeting until 1:00PM any callers or chat requests will get the message that the user will be out of their meeting at 1 PM.*
- *Chat with User*
- *Call User in Office*
- *Camp on User*
- *Send an Email to User*
- *Initiate SIP based Video Call with User*
- *Call Users Assistant*
- *Dial Other Numbers (Mobile, Home, Cell, Pager)*
- *Customizable Status Messages – Customers can change the types of status messages to meet their needs*

2. Describe how a user updates his or her own presence, for example, the application and rules available.

### **Interactive Intelligence Response:**

*Users can update their presence via multiple methods. They can change their presence from the Interaction Client or by dialing into the EIC system and updating their status via*



*the telephone interface. In addition, users with the appropriate security rights can update the status of other users if necessary.*

6. List enterprise IM products supported that will display presence information.

**Interactive Intelligence Response:**

*Microsoft Messenger, Interaction Center Client*

7. List phones that will reveal presence information, and describe the presence information that they will reveal to presence application. Limit description to 100 words.

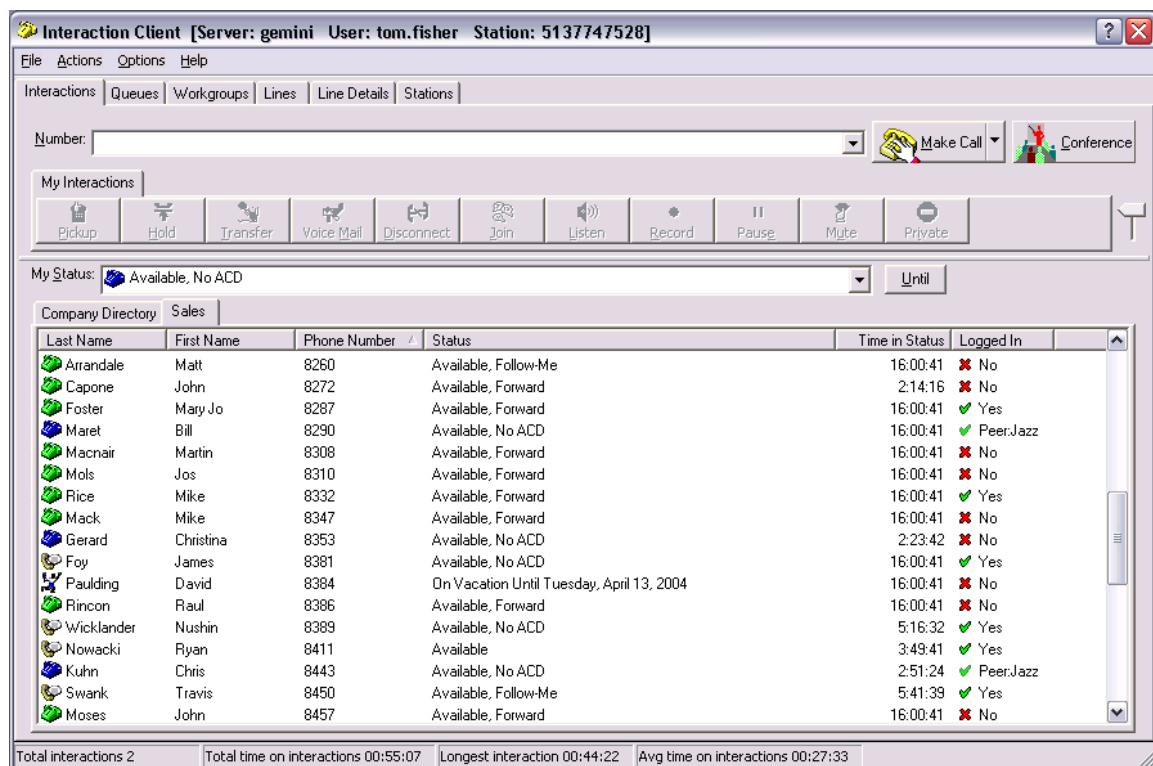
**Interactive Intelligence Response:**

*None today, 13 phone under development for this purpose.*

8. List desktop applications that reveal desktop presence, and how presence is monitored and revealed. For example, keystroke monitoring, application usage monitoring.

**Interactive Intelligence Response:**

*The Interaction Client can see the status of users across the company or in particular workgroups based on the users rights. This information is displayed in an intuitive interface as shown below.*



*User status can also be added to a website to allow for internal users to view the page or even to be shown for customer use. In addition, when status is enabled on a web page, visitors to the page can camp on a user or call them directly from the webpage.*

*User status is monitored and updated via users actively managing their status. Today, the application does not key on keystrokes or applications since typically users will be working on documents, Emails or other items but still want to be available to take calls, chats etc.*

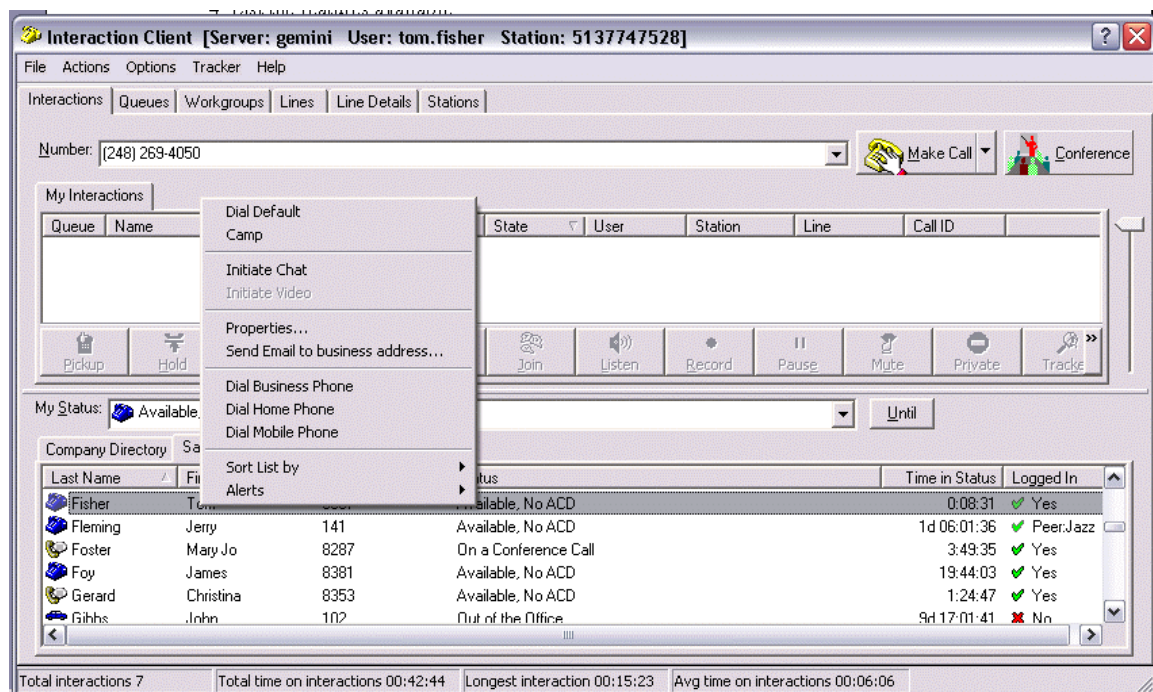
9. List groupware/calendaring systems that support user-driven status updates and describe their level of integration.

**Interactive Intelligence Response:**

*Will be available in a feature pack for this release.*

10. Provide screenshot of presence client interface.

**Interactive Intelligence Response:**



11. Provide the business case for your selection based on HaveNoFear's goals, objectives, and business environment. You are free to include a competitive analysis. Limit response to 300 words

**Interactive Intelligence Response:**

*Because INTERACTIVE INTELLIGENCE offers presence that is integrated to Instant Messenger and is pre-integrated to web chat, telephone calls, web pages (for customer access), and the Interaction Client workgroup pages, significant productivity gains are achieved by users. Users can instantly change their mode of communication based on user availability. Internal directory interfaces offer selection of telephone call, e-mail, or chat based on user availability. Users may also "camp on" and view status changes for users who they are trying to reach. Users may also change their presence via the telephone or a desktop client interface meaning that presence can be updated from any*

*location at any time unlike other systems. Customized presence messages are also available to help with customer communications. Customers may also access users via the web and choose a telephone call, web chat or e-mail based on their HaveNoFear user's presence. This offering of opening presence to customers is unique to EIC. Cost savings in maintaining the system are significant because it is not on a separate server or part of a disparate system.*

## **F. Conference Calls**

Currently the company rents a conference bridge for conference calls. It would like three simultaneous conference bridges with 6 participants each.

Please describe the features and limitations of your system, including additional cost if necessary, that will allow the company to set up calls with one call-in number that will include external participants.

1. Indicate the product name or feature that provides this option: *Interaction Conference*
2. Provide the per user price for this feature: *18 port Interaction Conference Add-on (including software and server hardware) \$24,885*
3. Describe how conference calls are set up and reserved. Limit response to 100 words.

### **Interactive Intelligence Response:**

*INTERACTIVE INTELLIGENCE proposes the optional Interaction Conference add-on module. Due to the considerations for growth on the IP PBX server, it is recommended to implement a second server for Interaction Conference. Interaction Conference uses a web based form to setup and scheduled conferences. When the facilitator completes the call schedule, an Email will be sent to all participants detailing the time and call in number for the call. Participants then dial the 800 number and can be asked for their name or just announced with a beep (facilitator decision)*

## **G. Voice Mail**

Approximately 50 hours of voicemail for 220 employees is requested. Please indicate the per user price of the voicemail and the maximum hours allowed.

1. Indicate the product name or feature that provides this option: *Enterprise Interaction Center® (EIC)*
2. Provide the per user price for this feature plus maximum per user hours: *Included with user license. Voicemail storage is limited only by the storage space on the EIC server itself.*

## **H. Unified Messaging**

Employees rely on voicemail and e-mail for communications. HNF would like to simplify the process of retrieving voicemail and possibly provide more flexibility in retrieving e-mail. For this reason the company is investigating the possibility of

integrating its voicemail system with a future new e-mail system. Please indicate which of the following features are supported:

1. Indicate the product name or feature that provides this option: Enterprise Interaction Center® (EIC)
2. Provide the price for this feature or product per 100 employees: Unified messaging is an add-on per user and is \$60.00 per user including fax

3. Check all the features provided in the quoted product:

- ☒ Read voicemail messages from e-mail
- ☒ Caller ID information provided in header of e-mail
- ☒ Delete voicemail messages on voicemail system from e-mail
- ☒ Listen to e-mail messages from phone
- ☒ Delete e-mail from phone
- ☒ Forward e-mail messages from phone
- ☒ Forward e-mail messages from phone with comments

4. Describe any IVR or speech recognition capabilities that add value to the product. Limit response to 100 words.

**Interactive Intelligence Response:**

*EIC offers extensive auto attendant capabilities and as explained in the architecture section may be upgraded at any time to the customizable license that offers full Interactive Intelligence voice response, database integration and speech recognition capabilities. All user interfaces and administrative aspects of the system remain the same. INTERACTIVE INTELLIGENCE supports both Nuance and Scansoft speech recognition engines.*

5. List the e-mail packages that support the unified messaging feature.

**Interactive Intelligence Response:**

*Microsoft Exchange, Lotus Note, Groupwise*

6. Provide additional comments as necessary. Limit comments to 100 words.

**Interactive Intelligence Response:**

*EIC's out of box features for presence management, chat, voicemail, unified messaging, fax server and automated attendant capabilities are extensive. All of these applications are easy to manage from one centralized system administration tool as well.*

**I. Application Integration**

HNF is open to the possibility of realizing gains by integrating its phone system with business applications. The company will be investing upgrades to its business apps in the near future. It is currently interested in exploring the possibilities for integrating these apps with their VoIP system.

1. Please list the business applications that will integrate with your system, along with a brief summary.

**Interactive Intelligence Response:**

*There are two primary points of integration to the Interaction Center:*

- Desktop Automation: Interaction Center provides an open COM or web based API toolset for automating desktop interaction management. Using these tools, we are able to seamlessly integrate the operation and features of the media type (voice, chat, e-mail, fax) into the desktop application, provided it has an API for us to do so. Any desktop application which provides an open API can be integrated to. We have packaged integration components for Siebel, SAP, Microsoft CRM, HEAT, Onyx Portal, Pivotal and other commercial and "homegrown" front and back office application*
- Server Automation: Interaction Center provides a rich set of tools in the Interaction Designer palette which facilitate integration to any open system for purposes of automating interactions. Automation scenarios such as automated order entry, banking transactions, entitlement checking, etc. can be implemented as a peer-to-peer application integration between Interaction Center and most any other automated system.*

2. List the software vendors not mentioned above with which you have established partnerships:

**Interactive Intelligence Response:**

*Scansoft, Microsoft, Nuance and Loquendo.*

3. Provide additional comments about the current or planned business value of support for third party integration. Limit response to 100 words.

**Interactive Intelligence Response:**

*Next revision of the product will include desktop integration that will have zero client footprint. These integrations will be much simpler to maintain and use as they will be purely web based applications that will facilitate implementation of mobile, virtual office workers.*

## J. Business Summary (Optional)

You may use this section to summarize the business value that you are providing that you were not able to cover in any of the above sections. You may also use it to make additional recommendations or comments on the RFI. Limit your answer to 200 words.

### Interactive Intelligence Response:

*INTERACTIVE INTELLIGENCE believes that the Enterprise Interaction Center® serves to meet HaveNoFear's business objectives in the following manner:*

*Control Costs: EIC offers advanced applications and yet at the same price as basic telephone systems. By offering a Microsoft-based software solution that sits on HaveNoFear's network, the IT staff easily manages moves, adds, and changes as well as system maintenance just like any other mission-critical application server on the network. It is also less costly to own EIC as HaveNoFear grows with industry standard devices and has no costly spares or hardware to worry about.*

*Improve internal communications: EIC's user productivity tools improve user availability, presence information and message management.*

*React quickly to customer requirements and offer excellent customer service: EIC offers extensive out of box features for customer service applications, CRM integration, and call routing options. Ongoing as customer requirements change, EIC is the only system that opens to a contact center suite of nearly any business communication application such as predictive dialing, web collaboration, and speech recognition without bolting on expensive third party products.*

## J. Pricing Summary and Totals

**Please include all costs incurred by HNF in incorporating your system.**

1. Provide pricing summary for sections B – I, by section.

### Interactive Intelligence Response:

#### Have No Fear Pricing Summary

##### B – Phones

*Polycom IP300/ \$225 each*

*Polycom IP500/ \$350 each*

*Polycom Soundstation/ \$3089.25 for up to 3  
additional conference phones*

##### C – PBX

**\$42,848**

*System Software – Includes a single EIC server and Intel  
Netstructure Host Media Processing software resources:*

*System Hardware – Includes HP ML 330 G3 server for  
the EIC system, 100 Polycom IP 300 telephones, 105  
Polycom IP 500 telephones, 5 Polycom Soundstation  
conference phones, and 1 Audiocodes MP 108 FXS  
gateway for analog stations.*

**\$52,410**

*System Options:*



<i>Optional Fax Server (software option) – includes user licensing for 200 users, server software runs on same EIC server as PBX:</i>	<b>\$3075</b>
<i>Optional Network Gateways (hardware option):</i>	<b>\$16,752</b>
<i>Optional Full redundancy (software and hardware option):</i>	<b>\$4,621</b>
<i>Optional SIP Proxy Server (software and hardware option)</i>	<b>\$7,041</b>
 <b>D – Telecommuting</b>	
<i>Included with Interaction Client Executive user/Basic workstations additional \$45 charge per user.</i>	<i>\$0/ \$45/basic wkstn</i>
 <b>E – Presence</b>	
<i>Included with EIC/no additional charge</i>	<i>\$0</i>
 <b>F – Conferencing</b>	
<i>Interaction Conference Add-on -18 port Licensed per port/</i>	<i>\$24,885</i>
 <b>G – Voice Mail</b>	
<i>Included with EIC user license/no additional charge</i>	
 <b>H – Unified Messaging</b>	<b>\$11,050</b>
<i>Optional Unified Messaging (software option) – includes licensing for 200 users, server software runs on same EIC server as PBX:</i>	
 <b>I –Application Integration</b>	
<i>Open standards provide integration from desktop automation or server automation.</i>	

2. Provide all installation costs and maintenance costs

**Interactive Intelligence Response:**

<b>Installation</b>	
<i>On-Site Installation Services and Project Management:</i>	<b>\$11,431</b>
 <b>Maintenance</b>	
<i>Year 1 Technical Support Contract:</i>	<b>\$6,855</b>

**K. Distribution Channel**

1. Is the system purchased through direct sale, resellers, and/or channel partners?

- ☒ Direct sale  
☐ Resellers  
☒ Certified Resellers

- ☐ Channel Partners  
☐ Other. Please explain:

## **VII. Vendor Information**

1. How long have you been in business?

**Interactive Intelligence Response:**

*Since 1994 INTERACTIVE INTELLIGENCE has been providing email management systems merged in the telephony industry.*

2. What is the size of your organization by number of employees?

**Interactive Intelligence Response:**

*INTERACTIVE INTELLIGENCE employs approximately 350 people.*

3. How long has the product been shipping?

**Interactive Intelligence Response:**

*INTERACTIVE INTELLIGENCE has been shipping telephony software solutions since February, 1997.*

4. Do you provide onsite support for installation and configuration?

**Interactive Intelligence Response:**

*The global headquarters for INTERACTIVE INTELLIGENCE is based in Indianapolis, Indiana. This office is home to all sales, marketing and support functions. INTERACTIVE INTELLIGENCE has certified sales and support partners to provide product distribution, Tier 1 service and field support and maintenance. Most IP PBX customers purchase the system through a reseller partner and therefore use that same reseller for on-site installation and configuration. INTERACTIVE INTELLIGENCE does have a professional services group to augment the expertise of our resellers. There are also value-added distributors who provide services for on-site installations.*



5. In how many cities do you provide onsite support?

**Interactive Intelligence Response:**

*When the system is purchased through a reseller, on-site support is offered globally through our value-added reseller partner channel. Resellers typically sell on-site support packages with various levels of service such as guaranteed response times and such. EIC is a software solution that runs on an industry standard Intel-based server. Validated server configurations are available from brand name manufacturers such as HP, IBM, and Dell. Customers may also use standard hardware support contracts for hardware from their regular supplier.*

6. List three enterprises that are currently using the proposed solution.

**Interactive Intelligence Response:**

- *First American Bank, Elk Grove Village, Illinois*
- *Wintrust Financial Corp., Lake Forest, Illinois*
- *Summit Call Center, Tulsa, Oklahoma*