

Zultys Technologies
Response to
Network Computing Request for Information:

VoIP System
Publication Date: **June 24, 2004**

Responses to the RFI questions are written in blue.

For questions about this document, please contact:

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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.

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, 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

VI. Review Criteria:

The proposed solutions will be graded on the following criteria:

A. General Architecture

1. Provide a diagram of the major hardware and software components and how they are connected.

Please refer to Section D.3. for this diagram.

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.

The MX250 is a media exchange that integrates multimedia communications for the enterprise into a compact system that has standard interfaces for all connections. The MX250 integrates the functions of many devices previously available only in several disparate boxes. By integrating these functions into a single unit, Zultys provides a corporate solution to improve internal communication that is cost effective and easily

expanded. Administrators use a single GUI on a PC to configure and monitor every aspect of the system. Initial deployment of the system is simple and straightforward. The MX is expandable in capacity and function without purchasing additional hardware.

Zultys has designed the MX system from ground up with Presence and Instant Messaging (IM) at its core. Presence information, driven by manual change or automatic triggers such as calling or keyboard activity, can be leveraged by all users via a PC-based application, called MXIE. This software can be used by all people in the enterprise whether the person is logged in as an individual, an operator, or a member of an ACD group. Users can configure their presence and view the presence of others, send instant messages, set call handling rules, access voice mail and fax mail, as well as make and terminate calls. The MXIE is an essential tool to enhance HaveNoFear's internal communication and team work. It is complemented by the powerful conferencing capacity of the ZIP phones.

HaveNoFear can easily deploy established and informal telecommuters to lower employee overhead and retain employees or attract new talent: the remote worker can have a ZIP 4x5 phone or MXIE soft phone at their home office and have an IP phone on their desk at the main office. When a caller dials into the main office and enters the user's extension the phone on the desk in the main office and the phone at the home office ring simultaneously. The user can take the call without the caller knowing where the user is located. Remote users have access to all of the features of the MX system and can work as efficiently as their colleagues in the main office. All mobile users from regular telecommuters to road-warriors can be reached anywhere at anytime helping them react more quick to new customers' requests. This helps to increase customer satisfaction.

By investing in the Zultys solution, HaveNoFear takes the fear factor out of the IP Telephony equation. HaveNoFear will secure its ability to meet future requirements, because the MX can support an unlimited number of SIP-based products such as video phones, application servers, and wireless devices. The productivity gains and ease of management provide great benefits and return on investment.

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: ZIP 4x4
2. Pricing per 100 phones including software licenses: \$308 per phone, but price is \$294 if purchased at same time as executive phones

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
- ✓ Tiltable screen (screen tilts without having to tilt the entire phone)

7. Please fill in quantity:

Number of call appearances: 4, 16 when MXIE receives and controls calls on the MX.

Number of bridged appearances: 4

Number of programmable keys: 5

Size of display: 3.1x1.5 inches

8. List codecs available: G.711 μ -law, G.711 A-law, G.729A, G.729AB

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

2. Executive phones:

1. List model of phone proposed: ZIP 4x4
2. Pricing per 100 phones including software licenses: \$308 per phone, but price is \$294 if purchased at same time as standard phones
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
- ✓ Tilttable screen (screen tilts without having to tilt the entire phone)

7. Please fill in quantity:

Number of call appearances: 4, 16 when MXIE receives and controls calls on the MX.

Number of bridged appearances: 4

Number of programmable keys: 5

Size of display: 3.1x1.5 inches

8. List codecs available: G.711 μ -law, G.711 A-law, G729A, G.729AB

9. List codecs available with Voice Activity Detection/Silence Suppression: G729AB

Please note that HaveNoFear could decide to buy any other SIP phones from different suppliers, giving them flexibility and choice.

3. Attendant Consoles:

The MX system provides console features by combining MXIE and the ZIP 4x4 phone. This PC-based approach considerably simplifies the operator's job, when routing calls and servicing requests for information. MXIE is easier to use and more powerful tool than a phone-based console. It handles up to 16 simultaneous calls. An operator can service both internal and external calls, including calls rerouted by telecommuters. A group of operators can be configured to divide the workload.

When a user logs in as an operator, their buddy list is a directory containing every user in the enterprise. The directory can be easily sorted and displays presence of each user within their roles as a user, operator, or ACD agent. This presence indicates who is on the phone as well as who is in a meeting or out to lunch, etc.

The operator can easily transfer a call by dragging and dropping the call appearance on a user. MXIE provides 10-key access to session control functions, such as call transfer, hold, and disconnect. This allows operators to efficiently manage multiple incoming calls without having to use the mouse.

Because the operator uses MXIE, no special equipment is required and the operator can be located anywhere with the same level of productivity as if in the entrance lobby of the building. This allows operators to be based at home.

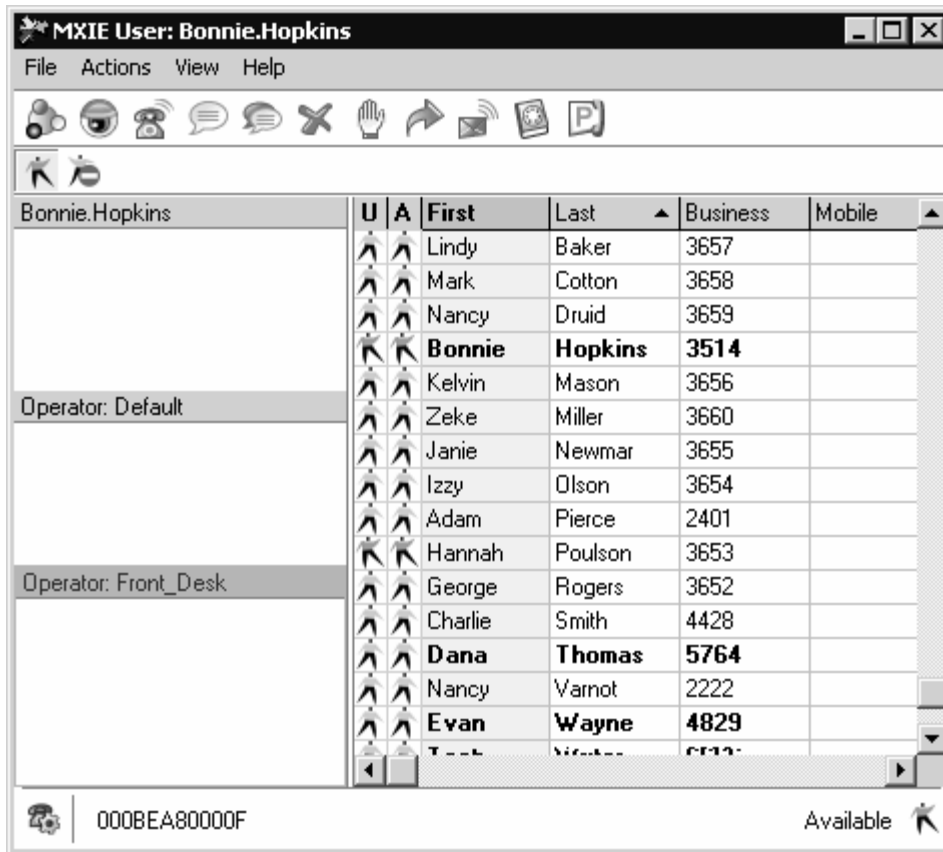


Figure 1- MXIE with Operator role

1. List model of phone proposed: ZIP 4x4
2. Pricing for two phones including software licenses: \$350 per phone (but price is \$294 if purchased at same time as user phones).

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
- ✓ Tiltable screen (screen tilts without having to tilt the entire phone)
- ___ Direct trunk selection
- ___ Incoming trunk display

7. Please fill in quantity:

Number of call appearances: 4, 16 when MXIE receives and controls calls on the MX

Number of bridged appearances: 4

Number of programmable keys: 5

Size of display: 3.1x1.5 inches

8. List codecs available: G.711 μ -law, G.711 A-law, G729A, G.729AB

9. List codecs available with Voice Activity Detection/Silence Suppression: G729AB

4. Conference phones:

List model of phone proposed: ZIP 4x4

Pricing for five phones including software licenses: \$350 per phone (but price is \$294 if purchased at same time as user and executive phones.

Insert picture of phone here:



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

The ZIP 4x4 has acoustic echo cancellation to provide high quality conferencing.

The phone has four call appearances so it can create a call with five participants, which can be set up easily with any combination of inbound or outbound calls. The LCD shows the participants, who can leave or be dropped easily.

A conference call can be put on hold. Other participants continue to communicate, freeing the user of the phone to do other tasks.

A conference call can be parked with a single button. The user can move to another phone and retrieve (pickup) the entire conference call.

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

The administrator loads new software onto the MX250, chooses which phones should be updated, and the date and time for the update.

Then, the MX250 sends a SIP NOTIFY message to each phone (a few seconds apart). When it receives the message, and provided it is not in use, the phone retrieves its configuration and reprograms its software. The phone restarts and is ready for immediate use without intervention from the end user or any need to cycle power.

The administrator can check from the graphical UI that the phones have successfully got their software and are available for use.

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

The ZIP 4x4 looks, acts, and behaves like a regular business phone. It has 35 buttons and keys for all functions and 11 LEDs to indicate status. Zultys proposes the same phone throughout the organization, which minimizes training.

Users are not confused about how to access functions and are not frustrated by having to wade through a menu structure with soft keys just to transfer a call.

Administration is simple. Phones are added by their MAC address and can subsequently be deployed anywhere in the enterprise. Users can change their preferences without disrupting communications settings that are protected by password.

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: **Zultys MX250**



Figure 2- MX250 Front



Figure 3- MX250 Back

2. PBX Price: Please refer to Section J.

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

The MX uses a real time Linux operating system that is highly reliable and secure; not open and vulnerable to Internet worms like Windows based products. The MX uses industrial grade hardware with redundant Ethernet ports, mirrored SCSI hard discs, ac and dc power inputs, and two lifeline ports. In case of power failure, the optional Zultys BPS12 battery back-up ensures that telephone service remains active.



In a warm standby configuration, a spare unit can be purchased with a temporary license. All configurations can be backed up from the primary system and restored periodically onto the backup system. If the primary system fails, the secondary can be up within minutes.

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

- ✓ Authorization codes
- ✓ Automatic callback alert (MXIE)
- ✓ Add-on conference
- ✓ Call waiting
- ✓ Paging
- ✓ Hoteling
- ✓ Automatic camp-on alert (MXIE)
- ✓ Automatic alternate routing
- ___ Trunk callback queuing
- ✓ Uniform dial plan
- ✓ Night service
- ✓ E911 Support
- ___ Class of service

___Class of restriction

- ✓Intercom groups
- ✓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.

The MX250 is based 100% on open standards such as SIP, Linux, TAPI, and VoiceXML. It is interoperable with phones, soft phones, and applications from many suppliers. As such, the system can be expanded to meet the needs of a growing company.

The architecture is reliable, scalable, and secure. The proposed products use Linux as the OS which is not susceptible to the worms, viruses, and lockups that are prevalent in systems based on Windows. The proposed solution can accommodate 500 users with no additional hardware. All phones have encryption to ensure complete security for the voice traffic on the network.

The MX250 provides collaborative tools for HNF. These tools are available through the desktop application, MXIE, and include Instant Messaging, presence, chat, access to voice mail, and drag and drop dialing and call control. This improves productivity in the business by minimizing phone tag and improving accessibility.

Users can create call handling rules to specify how calls should be routed. The rules can be based on time of day, caller ID, and presence. For example, a rule can be set up so that when a specific caller rings and presence indicates that the user is in a meeting, the call will be routed to the user's mobile phone.

Users can be called at many phones simultaneously by dialing a single extension. A user can be reached at a phone on his or her desk, a phone at home, a conference room phone, or by a secretary's phone. This ensures HNF can service customers promptly.

The administration UI is graphical and intuitive, allowing HNF staff to manage the system themselves. Moves require no intervention on the part of the administrator. Adds and changes can be accomplished in seconds. This obviates the need to engage external help with basic maintenance.

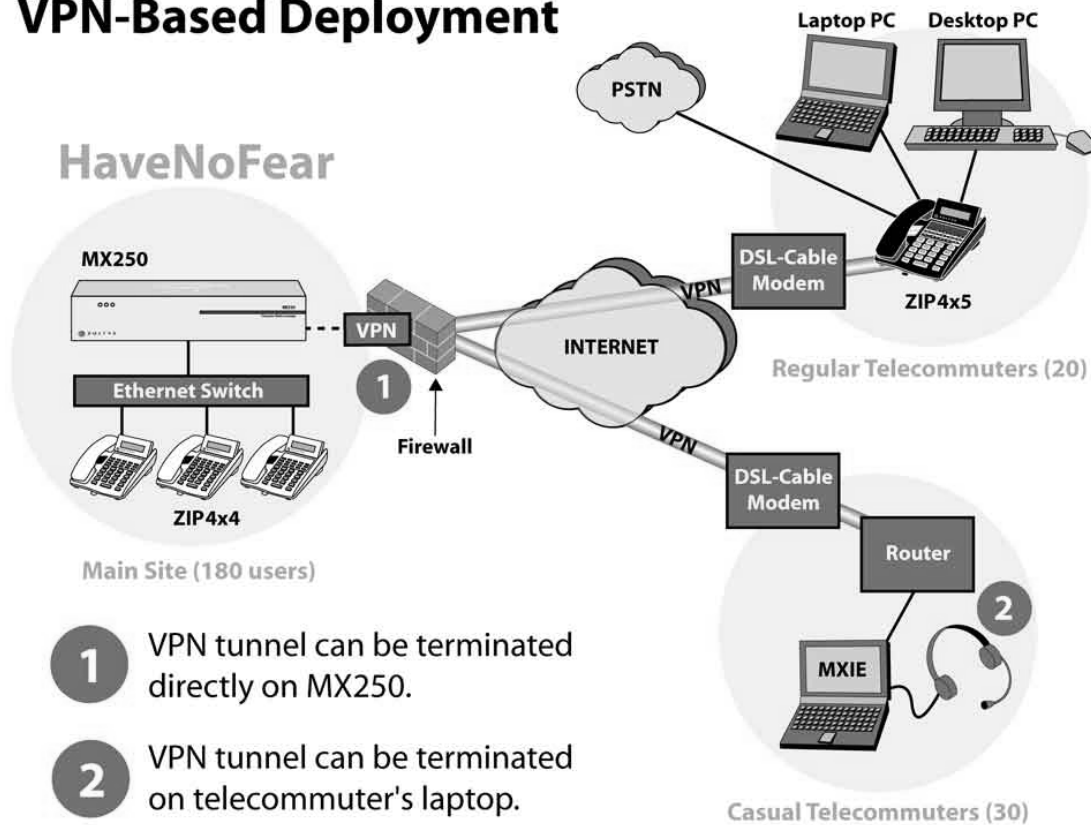
D. Telecommuting:

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: ZIP 4x5
2. Provide per employee price for telecommuting product: \$400 (\$450 with Bluetooth headset)
3. Provide a diagram of your proposed telecommuting solution:

VPN-Based Deployment



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

The ZIP 4x5, deployed in the home offices, establishes an IPsec tunnel back to the corporate VPN concentrator or to the MX250. Conversations between the telecommuters and the main site are encrypted using IPsec. The casual telecommuter can use MXIE soft phone which converts the laptop into a fully functional business telephone. In both cases, the users have easy access to all functions of the MX250, as if they were sitting at the main site.

With the ZIP 4x5, the IT staff at HaveNoFear does not have to waste time managing and configuring multiple boxes. The ZIP 4x5 IP phone has everything built in: the firewall, DHCP, NAT, and VPN functions, along with an analog phone. The analog port can be used for local and emergency calling, which allows HaveNoFear to meet E-911 requirements. Additionally its support for Bluetooth wireless headsets and voice activated dialing is ideal for active callers.

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: MXIE Basic
2. Provide the price for this feature per 100 users: \$2,500 to enable all users on MX
3. Describe the hardware/software platform and requirements.

Item	Minimum Requirement	Recommended
Processor	Pentium III 900 MHz	Pentium III 900 MHz
Memory	256 MB	512 MB
Hard disc space	10 MB	80 MB
Web Browser	HTML Browser	Windows Internet Explorer 6.0 or Netscape 7.0
Operating System	Windows 2000 or XP	Windows 2000 or XP
Monitor	19" diagonal, 1024 x 768 pixels	21" diagonal, 1400 x 1050 pixels
Screen fonts	Standard size	Standard size
Typefaces	Arial, Courier, Times New Roman	Arial, Courier, Times New Roman
Connection	one 10 Mb/s Ethernet circuit	one 10/100 Mb/s Ethernet circuit
Pointing device	2-button mouse	2-button mouse with scroll wheel

4. List the features available:

General:

- Supports 5 to 250 users

- Downloadable from MX250 Web Server
- Password protected
- Language support for English (US and Australia), Spanish, French, Italian, Swedish, Japanese, Korean, and Chinese
- Single interface for multiple roles: users, operators, ACD agents, hunt group agent
- Location selection for emergency service, codec optimization and call handling rules

Presence features:

- Presence states for users: available, not available, busy, at lunch, in a meeting, be right back, appear offline, on the phone
- Presence states for ACD Agents: available, not available, active, wrap-up, logged out
- Presence alerts
- Buddy list
- Buddy groups
- Calls handled based on presence status
- Automatic change of presence: linkage of user and other roles; time outs; phone usage

Instant Messaging features:

- Instant messaging
- Chat sessions
- Chat conferences

Voice features:

- Internal soft phone with 3-way conference, manual and ad-hoc
- Multiple call line appearances
- Binding to SIP devices: ability to associate the MXIE to a third party SIP phone, videophone or softphone to receive and initiate the calls from this device
- Single button access to session control functions, such as call transfer, conferencing, hold, and disconnect
- Call log showing inbound and outbound calls
- Ability to record auto-attendant greeting
- Missed call indication
- Voice mail indication
- Access to voicemail
- Adding notes to a voice mail message

Contact management:

- Address Book for MX and personal contacts
- Address book import
- TAPI support for automatic calling, popup screen, and activating contact information from third party CRM applications
- Ability to sort contacts

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

Users can update their presence information manually have it automatically updated. To manually change presence states a user clicks on a presence icon in the MXIE interface. For automatic presence changes a user configures a timeout indicating minutes of inactivity (keyboard and mouse) after which the status will change to “Be right back”. The user can also configure a timeout for subsequent inactivity after which the presence status will automatically change to “Not available”.

MXIE automatically changes the presence state for a user from “Available” to “On the phone” immediately when the user makes or answers a call. The user can configure a wrap-up time, which is a time that the user’s presence will show as “Busy” before returning to “Available”.

MXIE combines presence states when the user is logged in with multiple roles. If a user is both logged in as a user and as an agent in an ACD or operator group; the user can configure whether or not they become busy as user when on a call as an ACD agent or operator.

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

- MIXIE Basic

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.

The presence is supported by MXIE when used in conjunction with the phone. When the user places a phone call, his presence will automatically change to “on the phone”. When he hangs up, his presence will return to “available”.

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

User’s presence is displayed in the MXIE buddy list and the address book. The MXIE also enables to set “presence alerts” which notifies the user when a buddy’s presence status changes to a specified state.

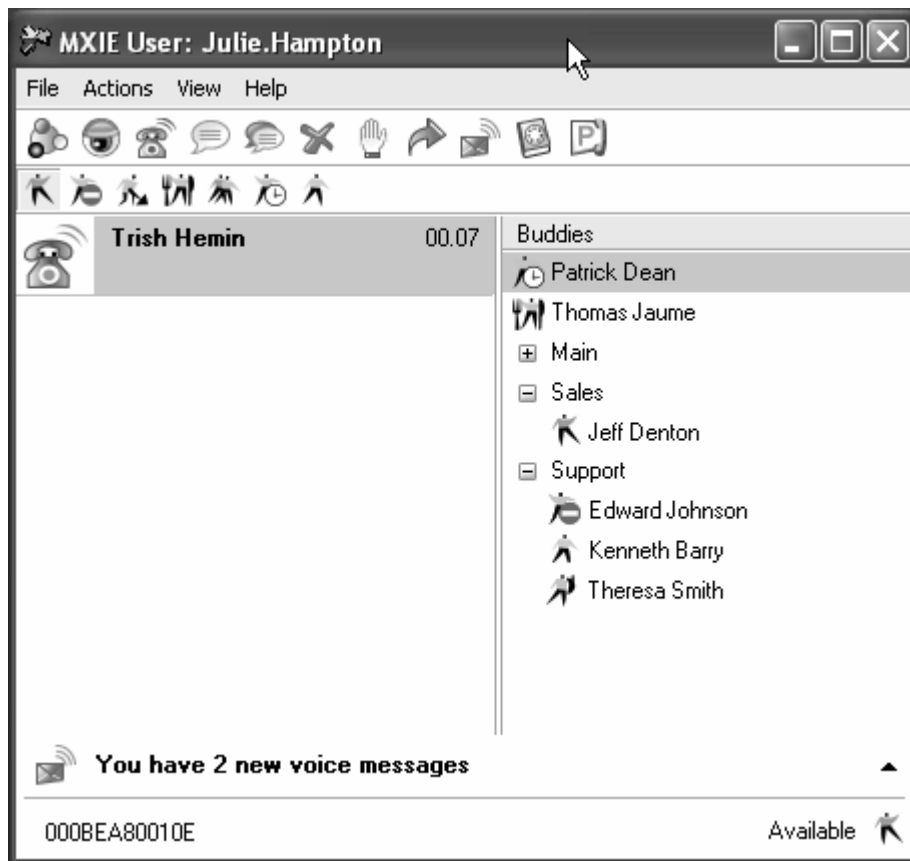
Presence is built into the MX250 architecture and presence states are set by the combination of the following mechanisms:

- Manual selection of presence status on MXIE
- Manual selection of presence status on ZIP 4x4 and ZIP 4x5 for users and ACD agents (log-in, log-out)
- Calling activity
- Automatic changes, as explained in Section 5.

- Keyboard activity
- Screensaver activity

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

10. Provide screenshot of presence client interface.



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

MXIE is an integral part of the MX250. Although other applications can be used for instant messaging, voice calls, and video calls, MXIE provides access to additional features and functions available on the MX250.

Using MXIE, a user can bind the desktop application to a phone. When calls are made or received on the phone, MXIE indicates this in its session window. If MXIE is minimized, it displays a pop up window that indicates all information about the call. Users can initiate calls from MXIE using drag and drop, which initiates the call from the phone.

When MXIE is installed on a PC, it automatically provides a TAPI interface. This allows the user to make or receive calls from any TAPI compliant windows application such as Outlook or popular CRM packages like Maximizer or ACT!. When a call arrives at the MX250, a screen pop can be provided in the CRM application.

MXIE provides access to voice mail and faxes. For voice mail, users can record outgoing messages, listen to voice mail, forward voice mail to other users with comments, and delete or save voice mail with comments. When MXIE is installed on a PC, it installs a fax printer. From any Windows application, a user can print to the MXIE fax. The MXIE fax printer prompts the user for information and can provide a cover page if required. The MX250 queues the fax for transmission. Incoming faxes are answered by the MX250 and delivered based upon the called number to individual users, operators, or ACD groups. The MX250 delivers the fax either within MXIE or as an email, based upon preferences that have been set.

When using the MXIE to send instant messages, all messages (which may include sensitive information) stay secure within the enterprise.

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.

The ZIP 4x4 and ZIP 4x5 phones allow every user to host one conference call with up to 4 other participants (5-way conference). The conference is mixed locally, giving every user access to conferencing capabilities as and when required. Using two ZIP 4x4 phones; users can create a conference with up to eight participants.

Should additional conferencing capabilities be required, the MX250 can be combined with any third party SIP Conference Bridge. This is made possible because the MX250 is based on open standards. eDial offers one of these products.

1. Indicate the product name or feature that provides this option: eDial AudioPresenter
2. Provide the per user price for this feature: Please contact eDial for pricing information at salesinfo@edial.com or 781.895.3603
3. Describe how conference calls are set up and reserved. Limit response to 100 words. Using the ZIP 4x4 or ZIP 4x5, users dial the participants and press the conference button. An incoming call is added to the conference by pressing the conference button.

Users or Administrators can set up scheduled, recurring, and one-time conference calls with the eDial product via its Web interface, which is also used to deliver secure web presentations. Users also have the ability to establish reservation less conferences for long-term use or start a conference call "on the fly", the moment it's needed via eDial's ad hoc conferencing feature.

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: Included in user capacity license. Please refer to Section J for details
2. Provide the per user price for this feature plus maximum per user hours: Please refer to Section J for details

H. Unified Messaging

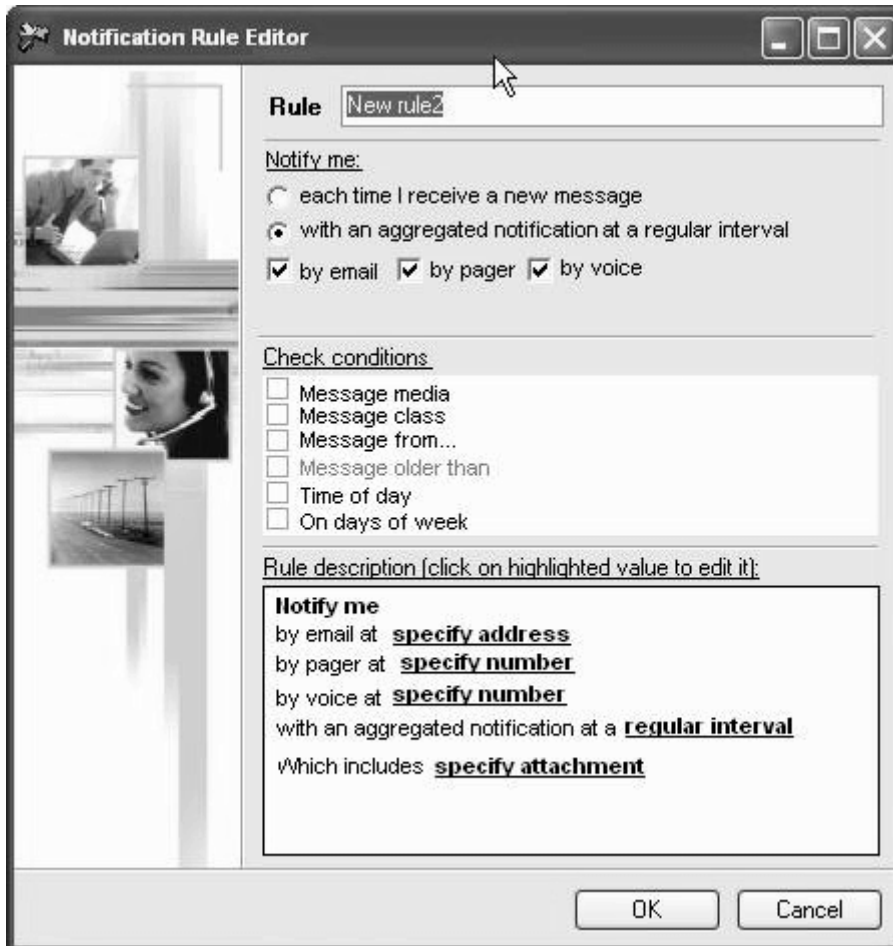
Employees rely on voicemail and e-mail for communications. HNF would like to simplify the process of retrieving voicemail and possibly provide more flexibility in retrieving e-mail. For this reason the company is investigating the possibility of integrating its voicemail system with a future new e-mail system. Please indicate which of the following features are supported:

1. Indicate the product name or feature that provides this option: Included in MX250
2. Provide the price for this feature or product per 100 employees: \$2,200 for fax origination and termination option (10 simultaneous calls)
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.
5. List the e-mail packages that support the unified messaging feature

Any SMTP compliant email packages can be used.

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

Each user on the system can configure various rules that determine how the user is notified of newly received faxes or voice mails. The notification can be by email, phone call, or pager. For notification by email, the user can select to have the fax or voice mail attached. For convenience, an aggregate notification message can be sent at a regular interval, rather than multiple individual notification messages.



The screenshot shows a window titled "Notification Rule Editor". On the left is a vertical sidebar with three small images: a person on a phone, a woman on a headset, and a hallway. The main area contains the following sections:

- Rule:** A text field containing "New rule2".
- Notify me:** Two radio buttons: "each time I receive a new message" (unselected) and "with an aggregated notification at a regular interval" (selected). Below are three checked checkboxes: "by email", "by pager", and "by voice".
- Check conditions:** A list of unchecked checkboxes: "Message media", "Message class", "Message from...", "Message older than", "Time of day", and "On days of week".
- Rule description (click on highlighted value to edit it):** A text area containing:
 - Notify me
 - by email at specify address
 - by pager at specify number
 - by voice at specify number
 - with an aggregated notification at a regular interval
 - Which includes specify attachment

At the bottom are "OK" and "Cancel" buttons.

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.

The MX system can work in conjunction with any SIP compliant devices such as:

- IP phones
- Video phones
- WiFi phones
- Soft phones (including those for PDA devices and those that are browser based)

The MX can communicate with any Internet Telephony Service Provider's SIP network. This provides HNF with the option to lower its long distance call charges. The MX250 can automatically switch between IP and traditional telephony routes.

The MX can operate with any CRM application that supports TAPI version 2.1 or later. Examples of such application are Microsoft Outlook, Maximizer, and ACT!. Most CRM applications support TAPI for calling contacts from the application without having to manually enter the phone number using a telephone keypad. There are additional associated features such as tracking calls, creating journal entries, and logging all calls.

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

Polypix SIP soft phone for PDAs

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

The MX250 is based 100% on open standards. Using HTTP, VoiceXML, and SIP, the MX250 can access third party data bases, integrate with IVR systems, and interact with users to provide results of data base queries.

This allows HNF to extend a call center environment to provide improved customer satisfaction.

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.

Zultys provides the most compact and efficient solution for the remote worker today — the ZIP 4x5. Other suppliers require multiple separate devices such as a firewall, NAT,

and VPN box, a switch, an IP Phone, and an analog phone. Zultys is the only supplier that provides all of these functions in a single IP phone.

HaveNoFear's teleworkers plug the ZIP 4x5 into the Ethernet port of their cable modem or DSL router at home. On power on, the ZIP 4x5 loads the configuration specified by the administrator. It establishes a VPN tunnel to the corporate office and allows access to enterprise communications and resources on the network.

The ZIP 4x5 acts as a DHCP server for devices behind it, such as PC, Laptop, or printer. The internal firewall and NAT allow for secure access to the Internet. The analog port on the ZIP 4x5 can be used to make or receive local calls.

Emergency calls are automatically routed out over the analog port, ensuring that the emergency response team comes directly to the residence.

The end result is that the ZIP 4x5 provides significant gains in productivity for the remote worker and significant simplification in network management.

J. Pricing Summary and Totals

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

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

	Quantity	Price/unit	Total
Phones, auto-attendant software and presence- Section B, E, F			
ZIP4x4	300	\$294.00	\$88,200.00
MXIE Basic	1	\$2,500.00	\$2,500.00
PBX, voice mail and unified messaging- Section C, G, H			
MX250 base	1	\$3,000.00	\$3,000.00
Permanent software license for MX250 for 205 users (1)	1	\$29,500.00	\$29,500.00
PCM card (2 T1 for 48 Inbound digital trunks with DID support)	1	\$1,800.00	\$1,800.00
Support for 2nd PCM interface (1 T1 and half T1 for 35 Outbound digital trunks)	1	\$4,800.00	\$4,800.00
Fax Origination and Termination (10 fax lines)	1	\$2,200.00	\$2,200.00
Telecommuting- Section D			
ZIP4x5	20	\$392.00	\$7,840.00
MXIE Advanced (requires MXIE Basic license)	1	\$2,500.00	\$2,500.00
		TOTAL	\$142,340.00
Optional features			
BPS12 Battery backup	1	\$2,000.00	\$2,000.00
SCSI HDD (RAID 1)	1	\$600.00	\$600.00
(1) includes 52 operator groups, 52 ACD or hunt group, 52 paging groups, 52 Auto-Attendant, 328 hours of voice storage			

2. Provide all installation costs and maintenance costs

	Quantity	Price/unit	Total
Onsite installation by certified reseller	1	\$3,500.00	\$3,500.00
Extended MX250 hardware warranty for a period of two years	1	\$350.00	\$350.00
Software subscription for a period of one year for MX	2	\$1,000.00	\$2,000.00
Extended Hardware Warranty for a period of two years per ZIP 4x4	300	\$20.00	\$6,000.00
Repair of any item that is out of warranty: 18 % of new item cost			

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?

Zultys Technologies was incorporated in 2001.

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

Zultys Technologies has over 100 employees.

3. How long has the product been shipping?

The MX250 has been shipping since August 2003.

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

Zultys Technologies or its certified resellers provide onsite support for installation and configuration

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

Zultys Technologies has a network of certified resellers that provide onsite support in all cities in the USA and major cities in 56 other countries.

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

1. College of Biblical Studies
2. Healthcare Billing Systems
3. Consani and Associates

To learn more about these enterprises, access:

http://www.zultys.com/saying_customers.htm