



# OAISYS® — Your Partner in Success

## Outstanding Service Makes the Difference



### Our Commitment to Excellence

OAISYS is an industry leading developer of call recording solutions, but we understand that to truly differentiate our company within the market, we must provide more than just innovative technology. To effectively meet the needs of our valued customers and partners, we must commit to the highest standards of service and support. Our resale partners don't want to erode profitability by expending valuable resources struggling with system installations, end-user training and minor-issue troubleshooting. Our customers who have invested in an OAISYS solution expect to begin realizing value and enjoying results immediately. OAISYS meets the challenge on both fronts, combining cutting-edge technology with a robust post-sales services program, effectively increasing end-user value and partner profitability.



Our OAISYS JumpStart Services program is specifically designed to help partners get systems up and running fast, ensuring that customers immediately begin receiving value from their new OAISYS solution. Most importantly, OAISYS offers our JumpStart Services to all of our resellers as part of our standard partner support, going well beyond what might be considered "standard" from other vendors. Many other vendors treat post-sales support as a cost center, always trying to be more efficient while delivering the minimum support necessary to satisfy customers.

We highly value the confidence and trust that was placed in our company when the decision was made to implement an OAISYS solution. By delivering superior post-sales support, we honor that decision, and ensure that we don't just meet expectations, but exceed them. This commitment to excellence is at the core of our business philosophy, company culture and business operations.

# From Start to Finish, Our Focus is You

OAISYS understands the complexities and subtleties inherent in each installation, and we're available to ensure streamlined operations from the moment a system ships until a customer is using it productively. Partners and customers don't need to be burdened with logistics, details and technical information; that's why we provide a proven team of experts who can address those issues and help manage a project from start to finish.

## Rapid Order Fulfillment

OAISYS is committed to providing the fastest possible turnaround times for resale partners, enabling customer needs to be met without delay. Most special requests for expedited order fulfillment and delivery can easily be accommodated by the OAISYS Fulfillment Team. It is their objective to ensure installation deadlines and end-user expectations are consistently met.

## Coordinated Project Management

OAISYS contacts a partner when a system is shipped to coordinate the installation schedule of the system. Project management tools, which can aid in the successful preparation of the installation project, are then provided. On the day of the scheduled installation, an OAISYS Technical Support Specialist will be assigned to work directly with the partner's field technician on the project. This service is intended to minimize installation time and maximize end-user satisfaction with a new OAISYS solution.

## Superior Customer Care

Customer service is often required during and after an initial installation to address any unique circumstances that may develop. The OAISYS customer service contact center is available from 8:30 a.m. EST to 5 p.m. PST Monday through Friday, providing our partners with technical and customer support services. OAISYS Technical Support Specialists and Engineers are skilled in supporting technicians and administrators with the installation, administration and troubleshooting of any OAISYS solution. Utilizing automatic event log transfers and remote support capabilities, the OAISYS team can rapidly diagnose and solve customer problems.

## Online Support Tools & Training

Easy access to comprehensive and accurate product knowledge is critical to successfully completing an installation or service project. However, it is nearly impossible to be an expert on all available telecommunications products. It can be even more challenging to keep up with continuously updated software releases.

OAISYS simplifies this process by providing concise installation, administration and user training on our products free of charge via our Web site. Additionally, OAISYS offers instructor-led training in both virtual classroom and in-person settings. These services are aimed at improving the installation experience, helping administrators to enable systems properly and guiding end-users to achieve optimal performance.

## Delivering More than the Rest

A successful installation depends on site readiness and precise timing of equipment delivery, installation resources, third party communications and training. OAISYS provides a structured approach to coordinating these activities. We understand that customers and partners have a choice when selecting a call recording vendor. OAISYS solutions provide exceptional functionality, reliability and affordability compared to competitive offerings, and our service and support model is unrivaled both in design and execution. When customers and partners choose OAISYS, they're receiving much more than call recording solutions—they're obtaining the support, expertise and commitment of the entire OAISYS team. The result is a true return on investment, both for our customers and partners.



To find out more about OAISYS, Tracer and Talkument, please visit our website at [www.oaisys.com](http://www.oaisys.com).

OAISYS  
7965 South Priest Drive, Suite #105  
Tempe, AZ 85284  
888.496.9040

© OAISYS 2008. OAISYS and the OAISYS logo are registered trademarks, and Talkument and the Talkument logo are trademarks of Computer Telephony Solutions. All rights reserved.

