



Benefits of Partnering with VPI

“Alexander Open Systems strategic partnership with VPI enables us to bring business class call center solutions to our Cisco Unified Communication customers. They offer high quality Cisco-certified call recording, quality management and real-time reporting solutions. Our Sales and Unified Communications Specialists appreciate the personalized pre- and post sales support. Working with VPI is easy, and they enable us to grow our business by providing total contact center solutions that enhance business performance, improve customer service and minimize risk.” (Joey Rintamaki, Alexander Open Systems – Cisco Partner)

High Margin Revenues

- **Competitive pricing** with excellent margins
- **Work directly with VPI**, rather than a part number on a distributor's list
- **No sales restrictions** or quota requirements placed on you
- **Flexible Market Development Funding (MDF)**, generated by every deal, for co-marketing activities
- **Ongoing lead generation campaigns** in your region(s)
- **Event co-sponsorship** and marketing assistance

Low Risk for You and Customers

- **Rated #1 in recent vendor satisfaction survey** – #1 in product, implementation, service/maintenance, training and professional services*
- **Dedicated Cisco, Mitel and Avaya technology developer partner**
- **Mature product portfolio with 14 years** of architecture design and development
- **Easy upgrades** with no need for new hardware, professional services, etc.
- **Certified call recording and quality monitoring integrations**
- **Software-based solutions** that run on non-proprietary industry hardware
- **Proven, successful implementations** with Assurant, Capital One, Verizon, Bank of America, 1-800-FLOWERS, Los Angeles County Sheriff's Dept., U.S. Navy, City of San Diego, Children's Healthcare of Atlanta, Concord Insurance Group, and many more.

Specialized Channel Support

- **Dedicated VPI channel team** – Channel Director, Channel Sales Support Manager, Channel Training Manager, Channel Co-Marketing Manager, Channel Sales Engineer
- **Comprehensive training and certification** – sales, installation and support
- **Easy to install and use sales demo DVD**
- **Dedicated channel support line**
- **Assistance at any stage of sales process** – call qualifying, mapping out accounts, selling VPI's value, on-site presentations, RFP support, quotes

Award-Winning Flexible Solutions for Cisco

- **Out-of-the-Box Real-Time Reporting and Ticker** – Only product on the market with a real-time ticker board to deliver updates to agents and supervisors in the form of Cisco, Mitel and Avaya telephony metrics and quality assurance scores.
- **Highly affordable, robust, call recording and enterprise solutions for SMBs** (no feature stripping) - scalable to any size contact center
- **VoIP & bandwidth-friendly screen recordings** transferred in a way that minimizes network impact
- **Open architecture with open APIs** for rapid implementation and easy integration into any environment
- **Web-based drill-down reports** for root cause analysis and to playback the audio/screen recording.



*DMG 2008 Contact Center QM/Liability Recording Vendor Satisfaction Survey