



# NEW TECHNOLOGIES ARE EMERGING AT AN **ACCELERATED PACE**

HOW CAN MY BUSINESS BENEFIT?

WHAT ARE THE RIGHT SOLUTIONS?

THE EXPERTS AT TECHNOLOGY MANAGEMENT CORPORATION WILL HELP PROVIDE THE ANSWERS.

Voice Over IP (VoIP)/IP Telephony is all the rage these days. Many are concerned that this technology will require a wholesale replacement and displacement of billions of dollars of costly legacy systems that function perfectly well as voice transmission technology. VoIP or IP Telephony offers the promise of significantly less expensive services. Users can initiate and receive IP phone calls via PC-to-PC, Phone-to-PC or PC-to-Phone and Phone-to-Phone. Today, there is no doubt that the technology works and is generating revenues.

How can your business benefit? Technology Management Corporation understands this new technology and can help determine how it can fit into your business plan. We can determine how call centers can incorporate this technology and become “contact centers” giving your business a competitive edge. Additionally, we can successfully benchmark your current technologies and determine how to strategically transition to this advanced technology if applicable. As with all transitions, we analyze your business structure during our process so the timing equals minimal business interruptions and a smooth conversion. As our primary concern is to increase efficiency and savings for you: technology needs, this process will consider Customer Relations Management, return on investment and staffing needs.



## PHASE I: NEEDS ANALYSIS

- Current systems inventory and applications reviews
- Peripheral systems inventories and applications reviews
- Examinations and assessment of current procedures and future needs
- Management interviews
- Financial objectives and cost controls
- Internal operations and management considerations
- Interim recommendations

## PHASE 2: REQUEST FOR PROPOSAL

- Compile identified requirements
- Customized RFP
- Determine appropriate vendors
- Facilitate vendor understandings of needs

## PHASE 3: VENDOR RESPONSES ANALYSIS

- Clarify ambiguities
- Conduct competitive analysis
- Spreadsheet immediate and long-term financial implications
- Negotiate bottom-line prices

## PHASE 4: SYSTEMS IMPLEMENTATION

- Customize legal contracts
- Coordinate network & equipment vendors
- Ensure vendors are accountable on all deliverables
- Monitor completion and payments
- Termination of unnecessary network, equipment financial obligation