

NetNews

NetVersant™
network solutions for an e-world

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Offering you more choices to achieve your goals

NetVersant and Nortel expand strategic partnership
to include SL100 & CS2100 product solutions

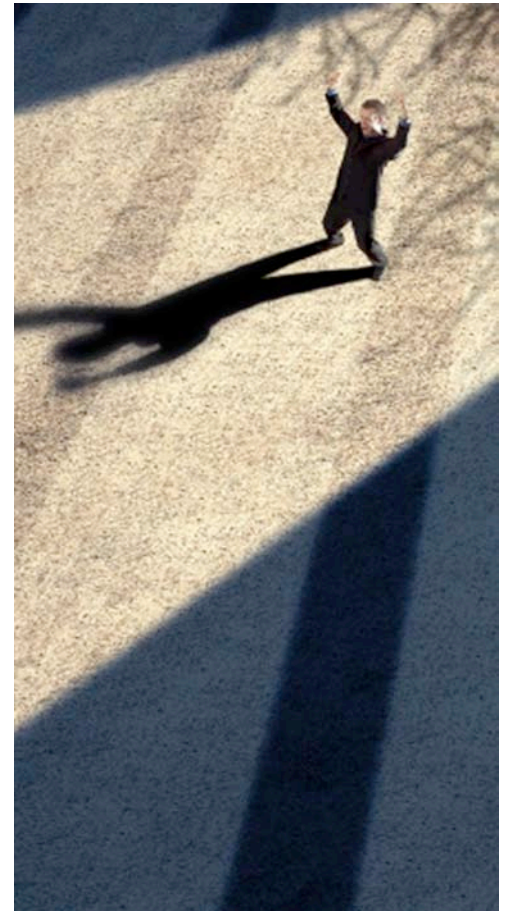
NetVersant Solutions is pleased to announce the expansion of our strategic relationship with Nortel, including the addition of the SL100 and CS2100 product line to our existing Nortel service portfolio.

“As a key Nortel telephony partner, it was important for NetVersant to embrace Nortel’s full suite of telephony voice processing and applications,” comments Scott Davis, Vice President of Channel Sales for Nortel. “This expansion allows NetVersant to deliver comprehensive

products and services to the largest enterprise clients.”

As a Nortel Elite Advantage Partner, NetVersant is certified to sell and support a large portfolio of Nortel solutions, including CS2100, Meridian 1, Succession, Call Pilot, Symposium and BCM. Our customized solutions and premier services uniquely address the ever-changing business requirements of our clients.

To learn more about NetVersant’s telephony service offerings, please contact Peter Wainwright at 866.638.8768 ext. 3524 or pwainwright@netversant.com. ■



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market
watch

Nortel’s NetworksXpress Truck will be in Salem on 10.3 and Vancouver on 10.7. Two uniquely configured 18-wheelers bring you closer to Nortel products and solutions with sophisticated demo centers that showcase innovative opportunities to reduce costs and increase productivity. For registration and information:

www.nortel.com/corporate/events/2005c/ruralmarketroadshow/index.html

NetVersant spotlights professional service team member

NetVersant is proud to employ the most professional and highly trained technicians in the industry. We are pleased to spotlight Senior Field Technician Mark Lindbeck, a professional service team member in our Pacific Northwest region, in this issue of *NetNews*.

With more than 22 years of telecom experience, Mark has carried an extensive range of responsibilities, including field technical, district service manager and project manager. At NetVersant, Mark is involved in cable infrastructure, planning, implementation, paging, telephone system installations, database programming and customer interface. Among his credentials are certifications in Call Pilot Administration, Meridian 1, CS1000, VoIP Protocol Technologies, Optivity Telephony Manager, Octel Systems and Project management.

“Mark is an asset to our outstanding operations organization, and customers comment frequently on his service excellence,” notes Phil Iribarren, NetVersant’s Pacific Northwest Director of Operations. ■

NetVersant provides seamless upgrade for Enumclaw School District

Seamless. Successful. Supportive. These are words used by Enumclaw School District to describe NetVersant in upgrading its voice systems from Meridian Mail to Call Pilot, encompassing Call Pilot Mail and Option 61 with four Option 11s on the software release. Early-stage testing is underway for Enumclaw School District’s Voice over Internet Protocol. Roll-out is slated within the next 12 months, which will eliminate the cost of PRI circuits between locations.

Enumclaw School District has been a valued NetVersant customer for several years, during which time we have provided telephony and network infrastructure services. The school district’s switch to NetVersant from another service provider was tied to our timely and proactive role in discussing system upgrades and promotions that allowed for budgeting in advance. Additionally, we adjusted the customer’s billing cycle to track the school district’s billing cycle. By keeping the customer’s needs paramount, we demonstrated NetVersant’s willingness to be flexible and customer-centric.

“When our previous distributor failed to properly register the school district for Nortel’s free 3.0 upgrade, NetVersant went to bat for us,” comments Terry Huizenga, Enumclaw School District IT Director. “As a result, we were able to obtain the upgrade at no cost, and it was another indication of NetVersant’s willingness to go the extra mile for its customers.” Reflecting the crucial role of our highly trained, knowledgeable technicians, Ms. Huizenga has called Mark Lindbeck on several occasions to discuss specific issues. “We had a situation that required immediate attention, and Mark came by our office on his way out of town on vacation to resolve the problem. Now that’s phenomenal service,” adds Ms. Huizenga.

Contact Jon Stomberg at 206.774.7148 or jstomberg@netversant.com to learn more about NetVersant’s superior telephony services. ■

smarter Messaging

PRODUCTIVITY ACROSS YOUR ENTERPRISE

Don’t miss the opportunity to upgrade your messaging technology with NetVersant. Nortel is offering substantial discounts to installed Meridian Mail clients to migrate to CallPilot. These discounts won’t last forever, so contact Marcy Kawadler today at 650.292.4307 or mkawadler@netversant.com.

customer service centers

ARIZONA

Phoenix

CALIFORNIA

Los Angeles/Orange County
Mountain View
Sacramento
San Diego
San Francisco
San Jose

COLORADO

Denver

GEORGIA

Atlanta

IDAHO

Boise

MARYLAND

Baltimore

MASSACHUSETTS

Boston

MINNESOTA

Minneapolis/St. Paul

NEVADA

Las Vegas
Reno

NEW MEXICO

Albuquerque

NEW YORK

New York

OREGON

Portland

PENNSYLVANIA

Philadelphia

TEXAS

Austin
Dallas
Houston
Weslaco

VIRGINIA

Richmond
Sterling

WASHINGTON

Bellingham
Olympia
Seattle
Spokane