

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

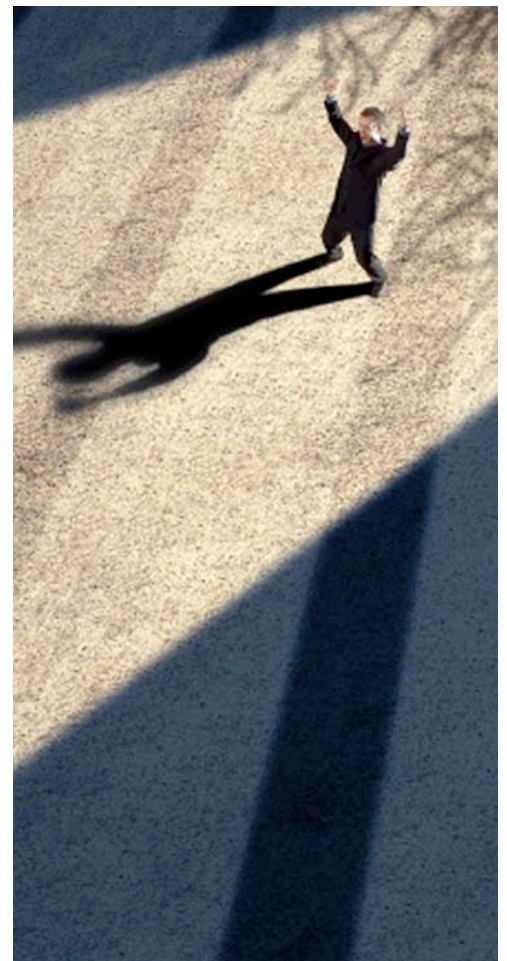
NetVersant Solutions is pleased to announce the expansion of our strategic relationship with Nortel, including the addition of the SL100 and CS2100 product line to our existing Nortel service portfolio.

“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, contact Peter Wainwright at 866.638.8768 ext. 3524 or pwainwright@netversant.com. ■



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market
watch

Mark your calendar for the August 4th and October 6th meeting of the Southern California CA INNUE chapter. Details are available at <http://www.sctna.org/Events.html>.

NetVersant continues to expand its professional service team

NetVersant is pleased to announce the additions of Project Manager Ralph R. Polendo and Field Engineer Jeff Unger to our Southern California team.

Ralph comes to NetVersant with more than 24 years of Nortel telecom experience. He has been involved with hundreds of projects, including The Ritz Carlton, Sunkist Orange, City of Huntington Beach and the Department of Water and Power. Ralph is certified in CAT five cabling, Levington, Nortel SF1 Pulse, Option 11-81C, Maintenance and Installations Project and Management Course, Database X11, Internal T Bird tester and maintenance for OC1 and OC48.

Field Engineer Jeff Unger comes to NetVersant with 15 years of Nortel industry experience. He has managed multiple projects for Kaiser Permanente of Southern California. Jeff is certified in many convergence-focused products, including Symposium, Call Pilot, Meridian Mail, Option 11 – 81 and CS1000. ■

*We look forward to introducing Ralph and Jeff to our valued customers.
Please note their contact information:*

Ralph Polendo
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Jeff Unger, Field Engineer
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junger@netversant.com

NetVersant allows Time Warner Cable to “rest a lot easier”

In December 2003, Time Warner Cable was frustrated with its telephony maintenance vendor and asked its system integrator to recommend a responsive Nortel partner that could expertly service Meridian systems. That vendor recommended NetVersant, based on its first-hand knowledge about NetVersant’s depth of experience in networking multiple call centers with Symposium and NCC, implementation of complicated CTI integrations and prompt responsive through Customer Support Centers.

Lisa Simon, Director of Information Technology for Time Warner Cable, still sings the praises of NetVersant, noting, “Our Account Manager, Michelle Claeys, is very responsive and does a great job. We can call anytime, and everyone from Michelle, to the V.P. of Sales, to the V.P. of Operations will come by and talk with us. Anytime we need anything, we just call, and they’re here. That’s the best part!” Simon continues, “We’re moving into a new building [deploying an Option 81C and networking various Symposium Call Center servers], and we’ve had various meetings to ensure that there’s little or no down time. This takes a huge load off of us. We rely on NetVersant. Our people — and I — rest a lot easier with NetVersant on our team.”

If you’re interested in “resting a lot easier,” contact Marcy Kawadler today at 650.292.4307. ■

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 Peter Wainwright today at 866.638.8769 ext. 3524 or pwainwright@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

Chantilly
Richmond

WASHINGTON

Bellingham
Olympia
Seattle
Spokane