

## CTI Sales Newsletter

Jan - Feb 2007

Latest news on the IAC, IAC WebView and CTI Dial-It for NEC and NEC Channel Partners from the desk of Warren Simon ...



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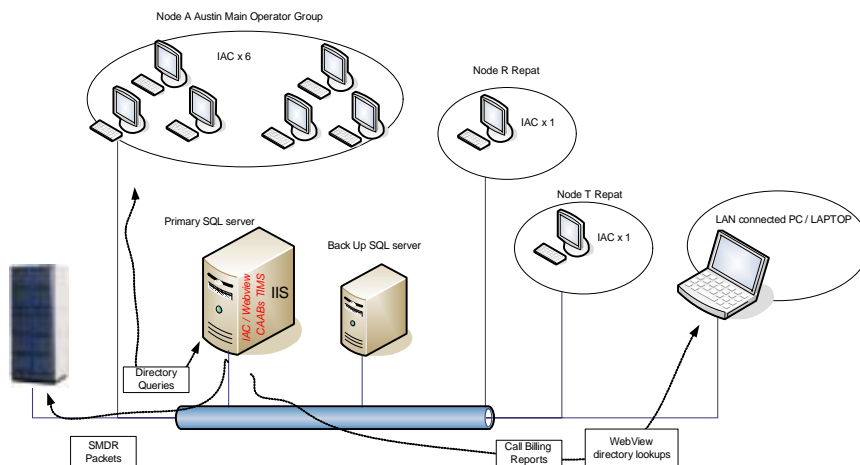
***“ We are committed to providing high quality applications and support exclusively to NEC and the Channel to help you win more business. Please support us by promoting and selling our products whenever possible.”***

### Customer Success Story - Austin Hospital (Melbourne) – IAC WebView for 500 users

Austin Hospital is one of Australia's leading teaching hospitals and medical research centres. With more than 840 beds they treat over 65,000 inpatients and 130,000 outpatients per year from three sites. Recently undergoing a major building upgrade, the hospital looked to NEC Business Solutions to provide additional applications and value to support their business.

The **IAC Console** solution was central to the consulting engineers plans to provide Nursing and administration staff access to the staff directory via **IAC WebView** desktop directory. **IAC WebView** is a browser based application that links back to the IAC Database and provides quick-search capabilities with huge business benefits and productivity gains to the business.

**IAC WebView** is licenced for 500 users, and includes some customisations performed by CTI for Austin Hospital.



The **NEC Integrated Attendant Console (IAC)** is a PC based operator console with an integrated directory; this allows a single click to dial a number from a phonebook search. Integrated with the call billing software (provided by TSA) it provides a master directory to be used by the IAC, with all updates to the directory entered into the call billing system. The IAC directory is published as a very cost effective intranet directory viewed via the **IAC WebView** application.

Congratulations and thanks to NECBS Victoria Branch on this true business-value sale:

Account manager - Dominic Lucarelli, Systems Engineer – David Rout, Project Manager – Steve Pitts.

Full case study write-up is at: [http://www.ctipl.com.au/case\\_studies/lacCaseStudyHospital.pdf](http://www.ctipl.com.au/case_studies/lacCaseStudyHospital.pdf)

### IAC Console – Key Vertical Markets

Key verticals for the IAC Console include: Hospitals, Universities, Legal, Hotels, Serviced Offices, Finance and Government.

Our customers typically have over 150 extensions. Our largest customer has 20 x IAC consoles between two networked Large NEC PBX systems and over 70,000 records in their directory.

## NECBS announces new reduced IAC transfer price for Asia & Middle East

Details of the new Transfer Pricing for the IAC Console for NEC subsidiaries in Asia and the Middle East have recently been released by John Karas from NECBS ([John.Karas@nec.com.au](mailto:John.Karas@nec.com.au)).

The reduction in price is significant (h/w and s/w) and should help win more sales in those countries, especially in the Hospitality industry.

Please note that the IAC Lite licence remains at its very competitive existing pricing (however WAC hardware has been reduced).

## CTI Dial-It – New low-cost Windows Server 2000 & 2003 version now available

The new Dial-It Server release is now available for installation on Windows Server 2000 or 2003 platforms. Transfer pricing has been dramatically reduced on this release and it is easily installed by an NEC Technician (does not require CTI to travel to the customer site).

## CTI Dial-It – Now supports multi-tenant sites

The Dial-It release also supports multi-tenanted sites from the one Server.

Dial-It Dashboard is the desktop productivity tool that links to your Outlook Contacts or Lotus Notes directory and permits:

- Quick, powerful and easy searching of contacts
- Click-and-dial from your contacts
- CLI-based screen pop
- Missed call history

CTI Dial-It Brochures can be found at:

[http://www.ctipl.com.au/brochures/CTI\\_DialIt\\_Server.pdf](http://www.ctipl.com.au/brochures/CTI_DialIt_Server.pdf)

[http://www.ctipl.com.au/brochures/CTI\\_Dashboard.pdf](http://www.ctipl.com.au/brochures/CTI_Dashboard.pdf)

## CTI certified for Microsoft LCS 2005 (Live Communication Server) installations

One of our engineers is now trained and certified on Microsoft's LCS 2005. CTI can now offer professional services to NEC and NEC Dealers to assist with or to conduct LCS installations at customer sites.

CTI is uniquely positioned to offer this service having extensive telephony skills (CTI, OAI, TAPI, Gensys) as well as Windows networking, SQL Server and application setup skills.

**\*\* Please do not hesitate to contact me if you have any sales enquires or require customer demonstrations \*\***

**Regards,  
Warren Simon.**

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