

# Differentiators of HeatSeeker Managed IT Services

## The difference that matters

*At last, a Managed IT service company that truly does it all. We provide both the communications and the technology platform as well as the IT services to the desktop.* Realize true benefits by consistently reducing IT costs, while increasing employee productivity and customer satisfaction.

Area of Savings	Typical savings
IT Costs	21%
Voice and Data Hardware	15%
Transport Costs	10-15%
Reduced Service Fees	10%

## Benefits summary

*Our Managed IT Services* - Optimally designed for small to medium businesses with multiple remote offices, and for supporting wireline, wireless, mobile and home office users.

Minimal upfront costs, less maintenance and reduced overall TCO  
*All IT services (voice, data, internet) are implemented, remotely managed and supported.*

Uniquely derive benefits of a large enterprise class network platform and solutions without incurring additional costs  
*Includes Unified Messaging (integrated voice and fax accessed via e-mail), transparent call follow me (work to cell or home), reduced long distance and free interoffice calls using IP backbone service, and integrated PDAs access to e-mail, etc.*

Utilize enhanced voice/data converged services  
*User Web Portal, Click-to-call, Web and audio conferencing, Findme/Followme, Local Number Portability, Unified MESSaging, ACD functionality, Unified Auto Attendant, Unified Office Administrator Portal and 4-5 digit abbreviated dialing.*

Deploy new IT functions incrementally and add value to operations, including scalability and network readiness  
*Ensures that enough bandwidth is available at all times for voice, data and video services.*

Enterprise class backbone network offers QoS for prioritizing voice and other mission critical applications end-to-end  
*QoS is guaranteed since we use a private network (not internet) for providing our network services.*

Flexibility along with functionality  
*The addition of a new branch office can be performed from a central location without the step function cost of a new phone system.*

IT Services that support Business Continuity  
*Support any disruption of business by including many business continuity functions into normal course of operations.*