



Ensuring Customer Satisfaction with Comprehensive Testing & Certification

Rarely does the testing and acceptance phase of a large IPT deployment get the attention it deserves. Testing of the features and proper functionality of every phone in a customer's network has been too expensive, resource intensive and time consuming - **until now!**

VITAL's IPT System Certification service, powered by ClarusIPC[®], offers a reliable and cost effective solution to test, document and certify that 100% of your customer's Cisco[®] IPT environment meets their user functionality requirements at the time of deployment. This turnkey solution, which follows Cisco's recommended IPT deployment best practices, will increase your customers' confidence and satisfaction with their systems while improving your bottom line.

Start benefiting from a well-defined and executed testing and acceptance program.

Watch your bottomline and customer satisfaction improve by utilizing VITAL to test and certify your Cisco IPT deployments. Our service goes beyond the network infrastructure to ensure an always-on, always-working network that performs as it was designed.

VITAL's IPT engineers will work with your team to define testing plans that will effectively test every aspect of your customer's IPT environment. Once the system has been deployed, VITAL's engineers will utilize ClarusIPC[®], the industry's leading testing and documentation software, to execute the test plans and validate that your customer's entire Cisco IPT environment is functioning as intended. If problems are identified, VITAL's engineers will alert you to the issue and re-test the system until satisfactory results are achieved. Once completed, VITAL will provide you with the test results and certification that the environment is performing correctly - allowing you to obtain acceptance and sign-off from your customer quickly and easily.

With VITAL's IPT System Certification Service, configuration errors and oversights are identified and resolved before your deployment goes live - leading to increased customer satisfaction and reduced site visits.

Why VITAL?

Best-of-Breed Tools.

VITAL uses ClarusIPC[®], the only testing solution endorsed by Cisco in their "Steps to Success" best practices guide, to test and certify 100% of an IPT environment. By using VITAL, you will benefit from the features of this tool without the upfront capital investment or training required to use the tool.

Ubiquitous Reach.

VITAL's remote testing and certification approach enables you to receive end-to-end testing and certification for your Cisco IPT deployments in any location at any time.

Knowledgeable Staff.

By using VITAL, you gain access to a staff of highly trained IPT professionals to assist you in developing your test plans, executing the plans and certifying functionality.

The Value of VITAL's IPT System Certification Service

● Creates a Competitive Advantage

- Further differentiate your business and create a distinct competitive advantage by incorporating proactive verification and third-party certification of your IPT deployments.



● Accelerates Your IPT Deployments

- By decreasing the time spent testing and troubleshooting your new deployment, VITAL's IPT System Certification service accelerates your IPT deployments while improving your success rate.

● Increases Customer Satisfaction

- By minimizing your customer's migration risks and by certifying the proper functionality of 100% of the IPT environment, your customers' confidence and satisfaction will increase dramatically.

● Saves Testing Time & Costs

- VITAL's automation of the testing and acceptance process dramatically reduces the time and cost of performing proper testing and conforms to Cisco's best practices.



● Eliminates Return Site Visits

- By proactively testing the entire IPT environment, your onsite implementation team can resolve issues before they complete the implementation and leave the site.



● Improves Your Bottomline

- Realize improvements to your bottomline by eliminating the time and costs associated with manual testing and utilizing your IPT resources on revenue-generating implementation tasks. Additionally, VITAL's IPT System Certification service can improve your time to payment and eliminate "scope creep" by applying a well-defined testing and acceptance approach.



Features

VITAL's IPT System Certification service, powered by ClarusIPC[®], delivers a reliable and cost-effective solution to proactively test and certify the functionality and performance of your entire Cisco IPT implementation at the time of deployment.

- ▶ Professional development of required test plans
- ▶ End-to-end IPT functionality and performance testing
 - Phone configuration
 - On and off-network calling
 - Conference bridges
 - Call routing
 - And, more...
- ▶ Deployment configuration verification documentation
- ▶ Third-party deployment certification

For additional information, please contact:

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