

# CaaS Services

“For less than half the cost of an IT manager, we can work with a team of people who always know the answers to our questions.”

- New Global

## It's what we do.

When your business deploys the hosted Communications as a Service (CaaS) solution from Interactive Intelligence, it gets the same mission-critical IP communications software proven in businesses and contact centers since 1994. So why not hire the engineers who've developed our software to run and support it for you?

With *CaaS Services* you do just that. And the services you get are as proven as our applications.

### Understanding your requirements

First, the experts from our CaaS Services team work with you to understand the requirements of your business and your customers. Next, they customize service levels, roles and responsibilities, and change management procedures to ensure system performance that meets those requirements. It's a process that culminates in flexible arrangements with predictable results. No surprises.

### Teamwork in the truest sense

Ongoing, our team joins with yours to handle system administration for your CaaS solution, as well as, management and maintenance activities. With CaaS Services and continuous collaboration as the foundation, your system's performance stays high with proactive real-time monitoring, infrastructure enhancements and optimizations, system upgrades, and service updates. Fixes are also made when needed. Services are optionally available for application enhancements and moves, adds and changes, allowing you to shift your own resources to more strategic areas of your business.

### Services for your entire infrastructure

CaaS Services begin with the core Interaction Center Platform® technology that supports our CaaS offering and the applications you use. From there, our services encompass all dependent infrastructure components required for cloud-based communications services delivery – gateways, routers, Windows® servers, end-user devices and other peripheral equipment.

### Best practices to get the most out of your investment

Within the fabric of everything we do are best practices from nearly two decades of experience developing, enhancing, operating and maintaining the Interaction Center Platform technology. They're best practices that allow more than 3,500 businesses worldwide to consistently get the most out of their Interactive Intelligence investment. For our Communications as a Service offering and CaaS Services, they enable your business to do the same.

At Interactive Intelligence, it's what we do.

## Consulting

### Someone to guide

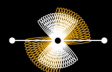
“Interactive Intelligence came highly recommended, and had a proven track record for delivering multichannel functionality.”

- New Era Tickets

Although no two businesses are alike, communications technology performs best when it's implemented using a consistent and established methodology. Doing so helps:

- Maximize value delivery
- Optimize business processes
- Shorten time to production
- Reduce risk
- Control costs

The consulting services from Interactive Intelligence and our ecosystem of partners help you eliminate guesswork and risk in meeting critical business needs head-on. In the same way our best practices maximize your Interactive Intelligence investment, consulting services extend the knowledge we've accumulated from thousands of customer projects – to help you get the most out of your CaaS solution.



## Training

### Someone to learn from

"This is by far the best training for a new communications system. The instructor knew the entire system inside and out."

- **Voice Plus**

Doing more with less is a common theme in business right now, and one way to get more out of your CaaS solution is to properly train the users who use it. Instead of never-utilized capabilities because users and administrators either aren't aware of or familiar with them, the proper training can alert your workforce to every available feature in your CaaS system. And as user adoption rates increase, so does productivity and customer service performance.

Our training curriculum is tailored for administrators and end-users as well as managers and analysts, and offers a variety of course formats including instructor-led, role-based and e-learning. Courses are available through our worldwide education network, and conveniently on-site at your location.

## Support

### Someone you can count on

"We set out to find a vendor with a long history developing contact center applications, that provided a hosted option, and that could demonstrate uninterrupted service and support. Interactive Intelligence met each requirement."

- **Dawson-McAllister Association**

Our global support team constantly monitors your system and is available at all times to answer questions however you wish to contact us — phone, email or chat. Or take advantage of our always available CaaS Portal and its self-service options for support issues.

#### Knowledgeable Support Engineers to help you

The best tool for any support issue is knowledge. Interactive Intelligence Support Engineers are continually trained on our software and the infrastructure it runs on, including the hosted data center architecture that supports our Communications as a Service offering. Support Engineers also have access to software engineers throughout our Development operations to get information directly "from the source" whenever needed.

#### Strict process for support success

In the CaaS Services approach to problem resolution, the Support Engineers you work with adhere to a strict change control process and, whenever needed, replicate would-be problems within a hands-on lab environment. Support Engineers additionally leverage documented troubleshooting methodologies to ensure consistency throughout any issue resolution activity. All told, your business is assured of the most qualified and comprehensive resources available to resolve issues predictably and reliably.

Bottom line, we make our best experts available to work with you on your terms, to ensure that the heart of your mission-critical business doesn't skip a beat.



## INTERACTIVE INTELLIGENCE®

Interactive Intelligence offers unified business communications solutions for contact center automation, enterprise IP telephony, and business process automation, based on our open standards, all-in-one software suite. More than 4,000 organizations worldwide currently benefit from our on-premise solutions and cloud-based Communications as a Service (CaaS) offerings, including value-added services for software, hardware, implementation, consulting, support and education.

At Interactive Intelligence, it's what we do.

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