

## Hosted or Premise?



OR



### Considerations

We don't have the budget to spend much up-front on software or a robust infrastructure to meet our reliability and DR requirements

CaaS



Premise

Our IT staff requires full administrative access and control



We need to be up quickly but don't have the IT staff to do so, nor do we have the resources to properly maintain the system



Our environment requires a high degree of custom development



Management has mandated we reduce capital spending and move to an outsourced technology model unless there is good reason not to



We prefer purchasing the software and hardware we use outright



We'd like the flexibility to pay as we use the software, able to rapidly scale up or down based on seasonal demand



Corporate policy forbids hosting mission critical applications



We need to free-up IT resources for more strategic initiatives and get back to our core business



The business requires capabilities not currently offered via CaaS

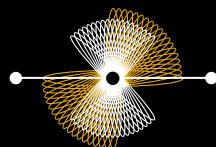


## The Interactive Intelligence Difference



### Unified IP business communications from an Intelligent all-in-one platform

Centralize interaction and business processes with the Interaction Center Platform® technology. No complex integrations, no systems replication, and no need for costly multi-point legacy products – just a single powerful platform from one vendor. The way a business communications solution should be.



INTERACTIVE INTELLIGENCE  
Deliberately Innovative

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.

[www.inin.com](http://www.inin.com)

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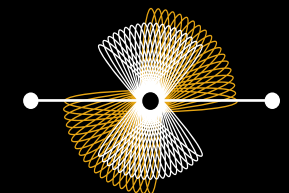
Enterprise IP Telephony



The Contact Center



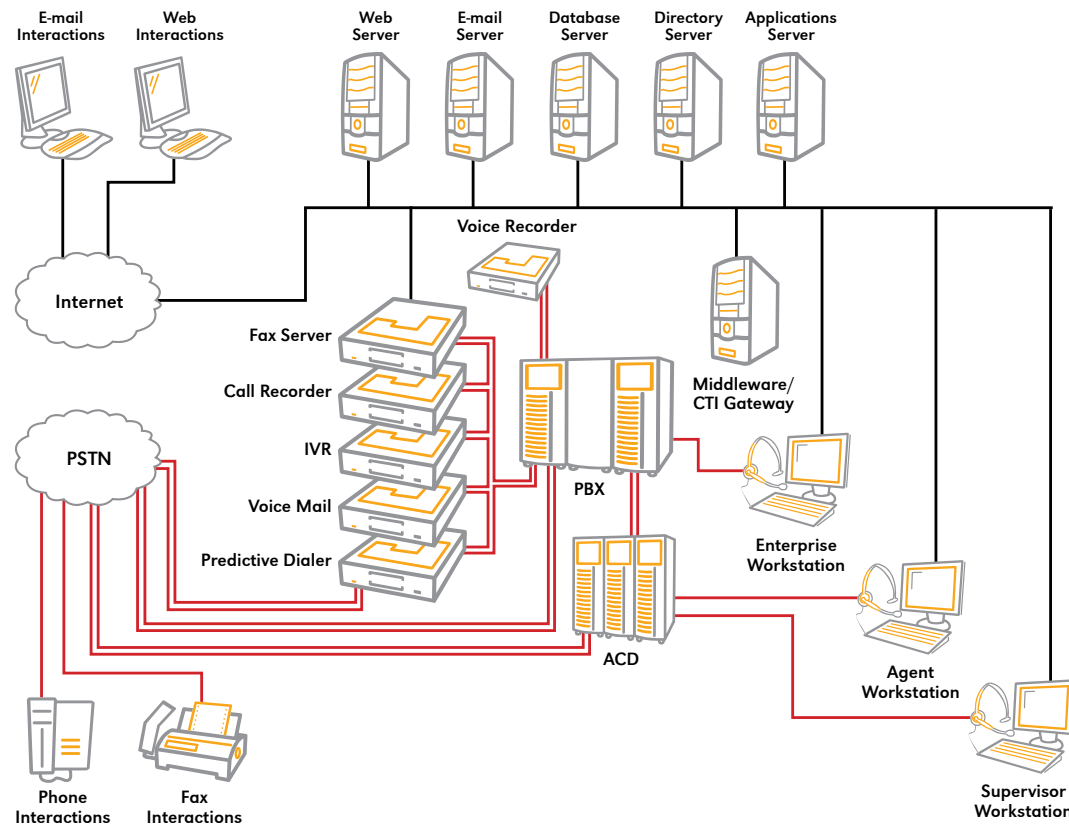
Business Process Automation



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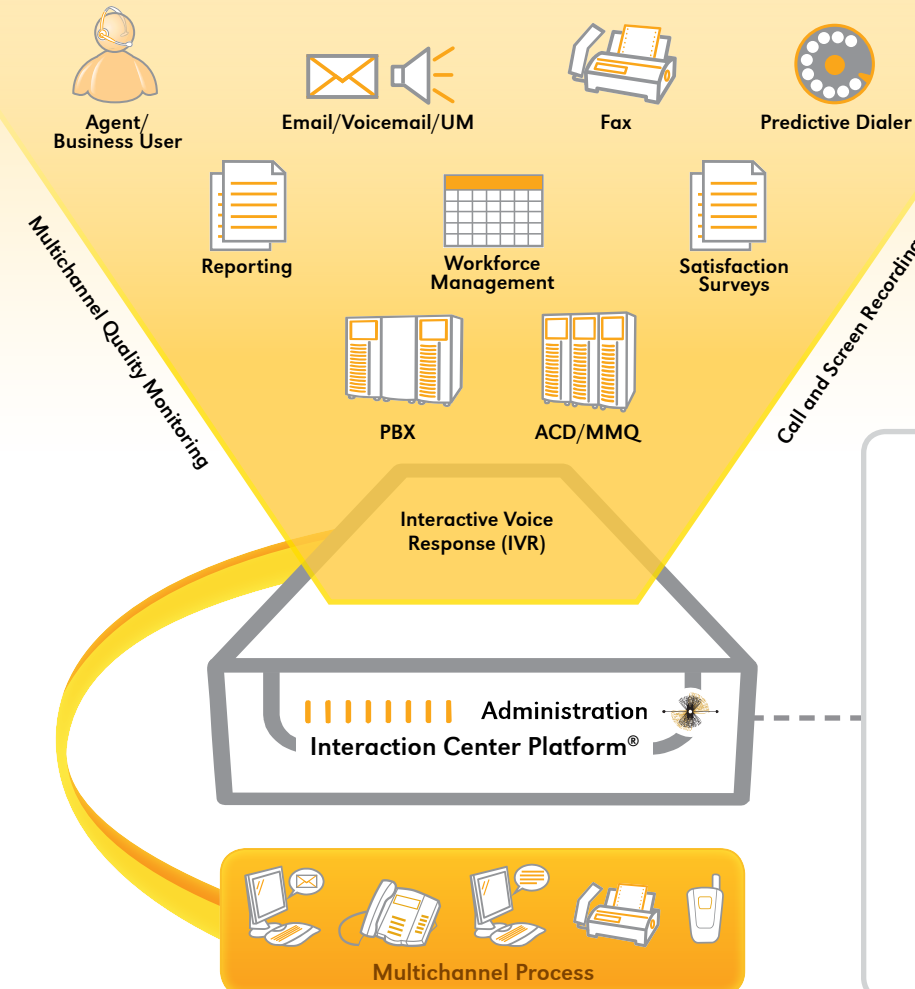
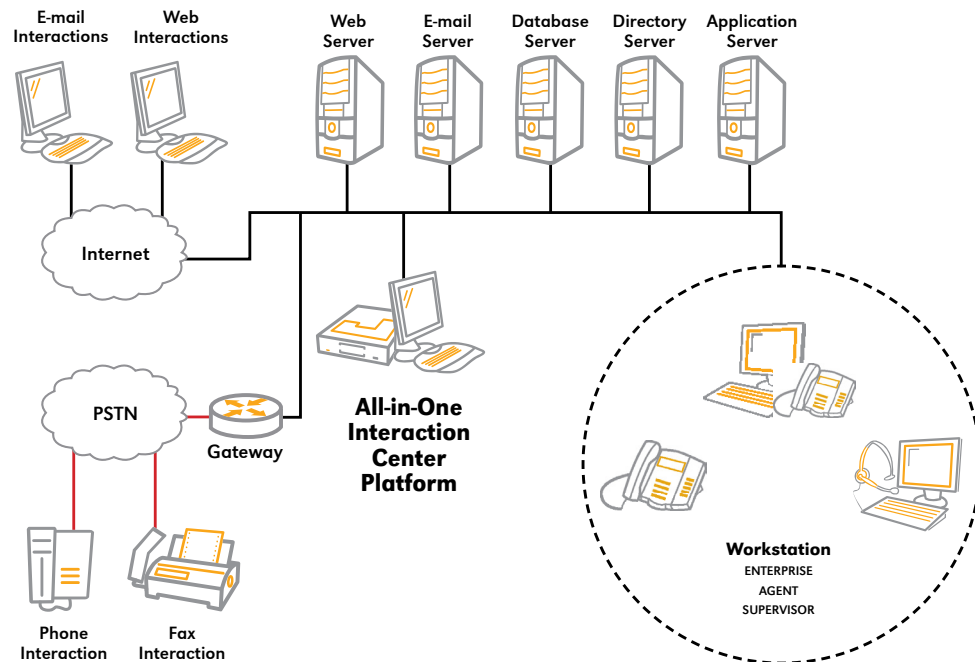
## Traditional Legacy Hardware System

- Multiple systems
- Multiple vendors
- Higher implementation costs
- Higher maintenance costs
- Integration nightmares
- Administration headaches
- Overheating problems
- Rip and replace
- Limited SIP capability
- More points to secure
- Disconnected interaction channels
- Disconnected touch points
- Less productivity
- Unhappy customers
- And more!

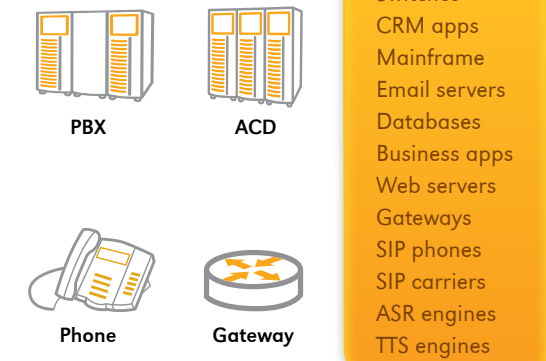


## Our Solution

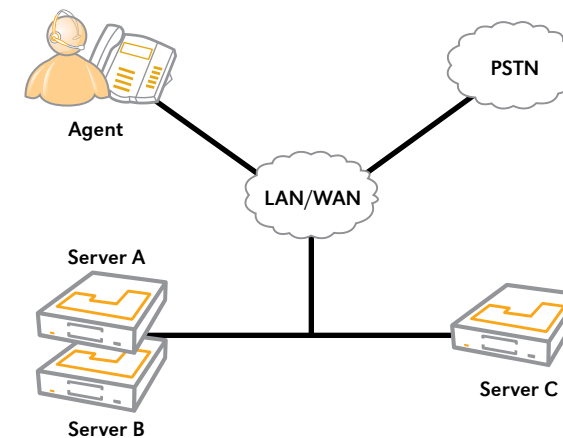
- One system developed by one supplier
- No rip and replace
- All software
- Standards-based, open platform
- Multichannel on a single platform
- Easy integration to third-party applications
- Single point of administration
- Add users only once for all applications
- Licensing - add as you grow



## Integration to Legacy Systems



## Redundancy and Disaster Recovery



## Desktop Productivity

- Presence management
- Screen pop
- Unified messaging
- Company directory
- Conferencing
- OCS integration

