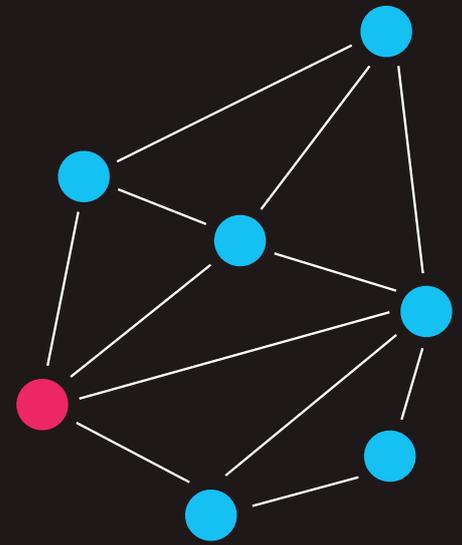


Partner Program Overview



UC and CC implementations, upgrades, and expansions are expensive, complex, time consuming endeavors. With a short business plan ROI and an even shorter window of opportunity for unconditional user acceptance, new implementations need to work properly from the moment they go live.

Once in production, contact center technology becomes the nerve center of customer service, providing the omnichannel experience now expected by consumers everywhere. In the enterprise, the unified communications system is the nerve center of the operation, keeping everyone in touch. Impairments in availability, functionality, and performance are simply not tolerated.

You're reading this because you're responsible for the overall integrity of new UC and CC implementations as well their ongoing service and support. You know what's at stake should something go wrong at cutover or fail on a weekend.

IRTS was founded by telecom people for telecom people. We enjoy helping people like you – UC and CC implementers, integrators, and operators – by providing the insight you need to cutover new implementations with confidence, and to be certain that once in production, any interruptions or issues will be detected and the proper alerts generated.

As an IRTS Partner, you will have access not only to our managed testing and alerting services, but also to our 20+ years of UC and CC testing experience and technical expertise.

Our Partners receive thorough support during a sale, following a sale, through implementation, and on into production. During the sales process, IRTS provides Partners with assistance on project planning conference calls as well as RFP responses and proposals for pre-cutover testing and post-cutover monitoring.

Following a sale, we provide guidance to our Partners to help develop testing and monitoring strategies, create statements of work, and deliver comprehensive, accurate reports. We also provide the support necessary to make sure the results of test sessions and associated reports are clear. Our partners tell us time and again that they can't imagine their projects going as smoothly and successfully without IRTS testing, monitoring, and alerting support.

Today's multichannel contact center has to provide an omnichannel customer service experience. Our Partners are confident that all those channels perform as expected at cutover and continue to do so in production.

- ✓ Voice
- ✓ Web
- ✓ Outbound Dialer
- ✓ Chat & ChatBots
- ✓ Agent Desktop

Partner advantages include:



01

Differentiation

Customized testing packages position the Partner as a higher-value solution provider concerned about overall end-to-end system operation and performance.

02

Successful implementation & enhanced ROI

Systems go into production without the Day 1 issues and failures that frequently plague new implementations and continue into the warranty period.

03

Acceptance vehicle

3rd party StressTest™ load and performance testing can be used as a formal acceptance event, resulting in faster payment.

04

Drive incremental revenue

Testing identifies issues that lead to Partner Pro Services for issue remediation.

StressTest™ Load and Performance Testing

When an IRTS Partner provides StressTest™ Load and Performance Testing services as part of UC and CC implementations, they are confident:

- ✓ New implementations can handle production-level traffic.
- ✓ All system components have been sized appropriately.
- ✓ All system elements have been integrated properly.
- ✓ High availability architectures perform as intended in compromised situations.

HeartBeat™ Experience Testing

When an IRTS Partner provides HeartBeat™ Experience Testing services post cut-over, they are confident:

- ✓ Customer-facing systems continuously deliver the intended customer service experience.
- ✓ Issues impacting customer service experience will be identified immediately.
- ✓ Appropriate support resources will be notified immediately and supplied with issue documentation that leads to rapid root cause identification and issue resolution.

Become an IRTS Partner and you'll be able to...

Go home with confidence

when providing post-cutover
managed services
and support

Go live with confidence

when you deliver a new,
expanded, or upgraded
UC/CC solution