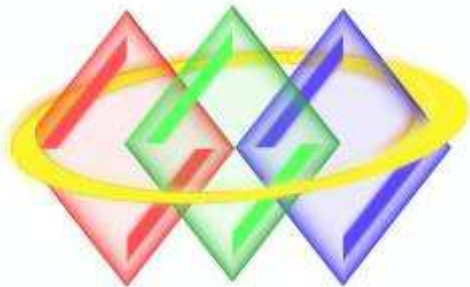


# T.A. Wallace & Associates, Inc.

We integrate network technologies into client infrastructures to improve employee productivity, enhance customer service and control/reduce costs.



**Independent**  
No Vendor or Supplier Affiliation  
**Experienced**  
Delivering Results for Clients Since 1995  
**Ethical**  
Adhere To STC Code of Ethics



Society of Telecommunications Consultants Member  
Assures Independent & Ethical Consultation for Your Enterprise.

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## OUR PRACTICES SUPPORT YOUR BUSINESS

### STRATEGIC CONSULTING

*Develop The Right Solution at The Right Price*

- Voice Over IP (VoIP) Assessment & Design
- Network Services & Equipment Design
- Call Center And Contact Center Design
- Wireless Services Analysis
- RFP Development & Analysis
- Contract And Price Negotiations

### NETWORK INFRASTRUCTURE ANALYSIS

*Baseline the Environment & Deliver Immediate Savings*

- Ensure that your bills reflect the rates and features in your contracts.
- Make recommendations for infrastructure improvement and cost savings.

### PROJECT MANAGEMENT SERVICE

*Accelerate Benefit Realization and Measure Results*

- Augment your staff and manage the deployment of what we recommend.
- Provide on-going staff support on a regular basis.

## DELIVERING RESULTS FOR CLIENTS

### MAJOR LEAGUE BASEBALL TEAM

Call center application for ticket sales improving productivity & reduce costs. Networked Home Park and Spring Training Site into one "campus".

### NATIONAL COMMERCIAL BANK

Designed integrated access in every branch for voice/data/video & a networked campus environment for six operations and call centers. Designed customer service call center and selected ACD.

### NATIONAL RETAIL PHARMACY

Designed & implemented local service alternatives for 6100 stores to reduce management & service costs.

Analyzed customer call center to improve productivity and customer satisfaction.

### WIRELESS SERVICE CARRIER

Designed and deployed virtual routing platform in five major call centers across the country.

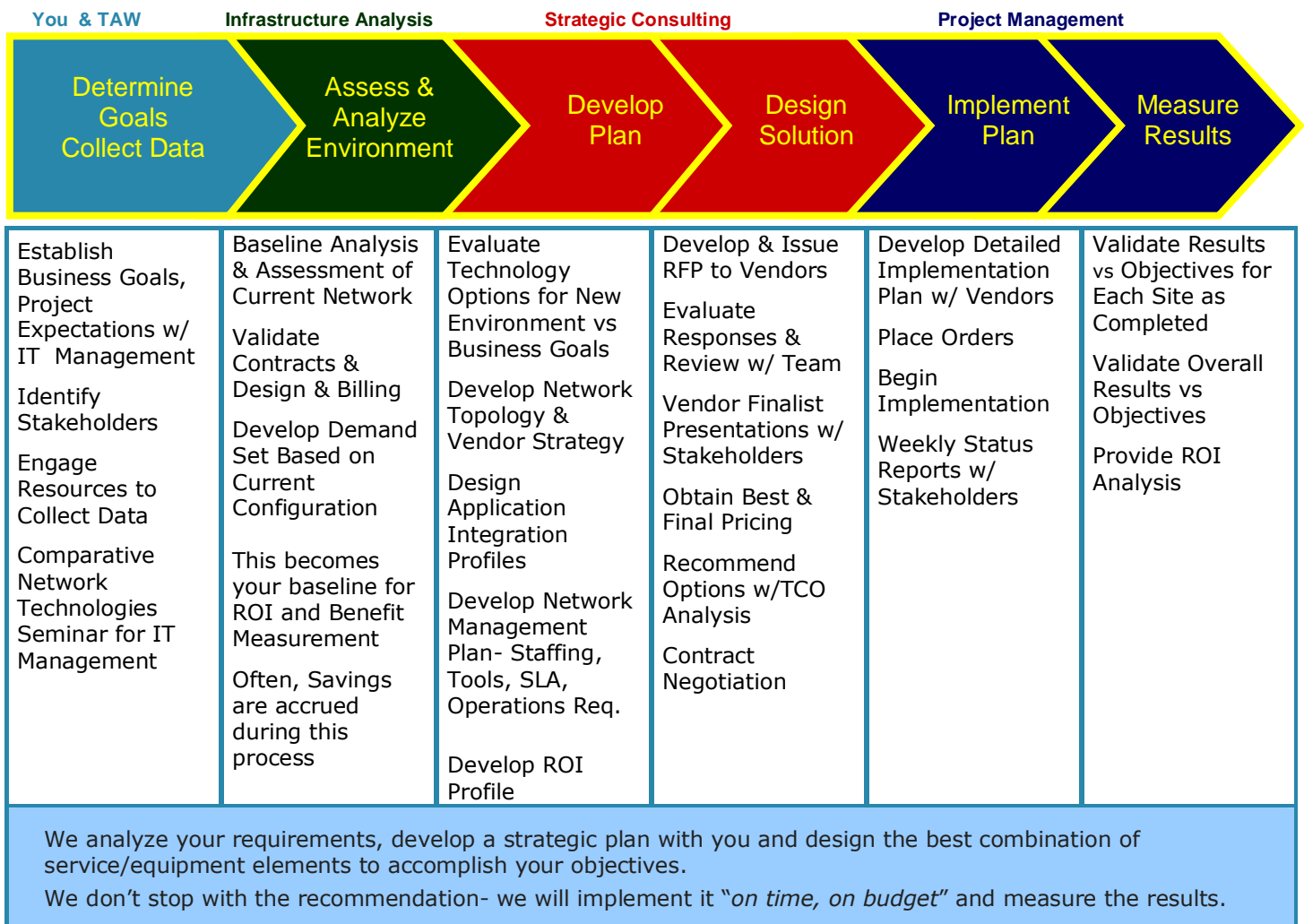
### CORPORATE LAW FIRM

- Conducted billing audits at Boston, New York and Washington Offices
- Authored voice and data network RFP's
- Negotiated 3-year contract with carriers

### REGIONAL HOSPITAL NETWORK

- Developed 5-Year Strategic Communications Plan
- Assessed Converged IP Network Requirements
- Authored & Issued RFP for VoIP & IP Data Network

## OUR LOGICAL PROCESS TO DESIGN & IMPLEMENT YOUR PLANNED IMPROVEMENTS



### WE DELIVER COMPREHENSIVE CONSULTING SERVICES

Telecommunications was an expense to be managed by simply negotiating lower rates. New technologies and industry consolidation have rendered the old model inadequate while offering limitless possibilities for business improvement.

T.A. Wallace & Associates, Inc. has been delivering quality results for clients since 1995. Here's what differentiates us:

#### EXPERIENCE & COMPETENCE

Our Consultants and Project Managers have over 150 years of combined experience delivering customized networking solutions to clients. We have competency in Voice, Data, VoIP, Call Centers, Business Continuity/ Disaster Recovery and Managed Network Solutions.

#### TECHNOLOGY INTEGRATION

We integrate networking technology into your business processes and make it work the way you want it to. We ensure that you get the right technology at the right price.

#### PERFORMANCE ASSURANCE

We develop and negotiate Service Level Agreements (SLA) and Service Level Objectives (SLO). Mission critical applications require better than average performance

characteristics, so SLA and SLO development and compliance is critical to your success.

#### KNOWLEDGE BASE

We have worked across a broad base of client applications environments. We stay current through the educational resources of the STC.

#### STRATEGIC PARTNERSHIPS

We partner with specific strategic partners to deliver a complete solution. For example, we will employ Centech Solutions for Call Center performance improvement programs and customer care technology platforms to compliment the network design.

#### OBJECTIVE INDEPENDENT ANALYSIS

With the multitude of systems and services available, it is imperative that your consultant provide objective recommendations based upon your specific requirements. As STC consultants, we are independent of any connection that might be considered a conflict of interest. You are assured that objectivity will be maintained.

**WE ALIGN OUR FIRM WITH  
YOUR ORGANIZATION'S OBJECTIVES**