



VLEC Communications Inc. Consulting Services Group

Company Profile

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Company Overview

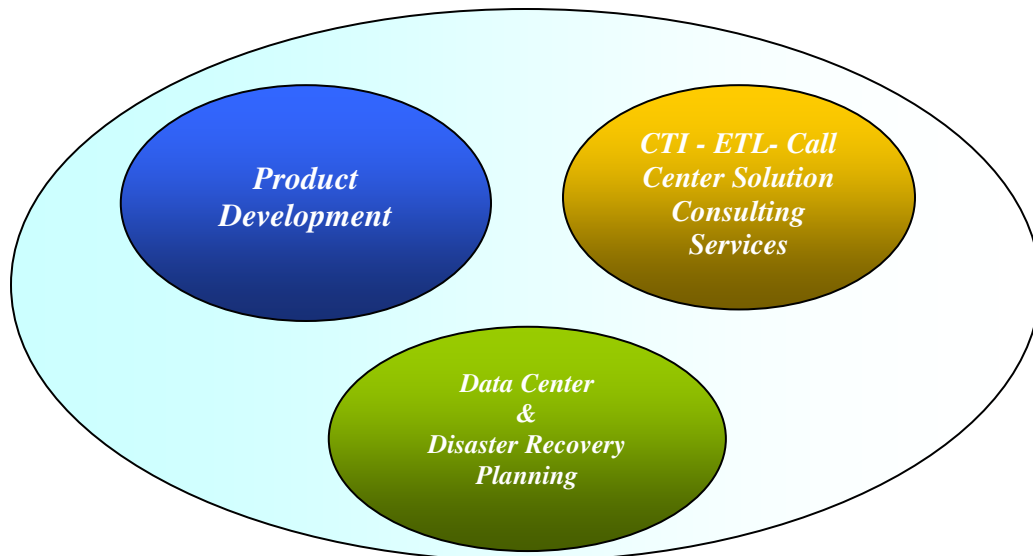
VLEC Communications Inc. is a solution driven, IT consulting and software development company located in Denver, Colorado.

We have been providing quality architectural consulting and software development services for over a decade.

Our consultants are highly qualified, professional engineers with extensive experience and solid track records.

We understand IT business processes, high-level methods and procedures, back-end infrastructure and system protocols.

Because of our in-depth understanding of software development process, our service extends beyond solution integration. We focus on a comprehensive end-to-end business solution that is enabled by most current technology.



VLEC Communications Business Units

We specialize in CRM and CTI implementation for the broader high tech industry with specific service focus on:

- Product Development
- Data Center Facility & Disaster Recovery
- Software development and consulting services

It is our intention to prove this statement through our professional work ethics, corporate commitment and successful implementation of our clients' projects.

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Software Development And Consulting Services

VLEC Communications has provided system level consulting and software development services for over a decade.

We have expert level knowledge and hands-on experience in the following IT solutions -

- Design business processes
 - Implement requirement gathering process.
 - Deliver system architecture blue print.
- Data Extraction-Transformation-Load (ETL)
 - Architect process work-flow.
 - Informatica experts
- Call center architectural solution
 - Siebel® CRM, CTI integration solution
 - IVR design and implementation
 - Inbound/Outbound traffic analysis and routing strategy
- Computer Telephony Integration
 - Siebel®CTI
 - Genesys®Framework, Aspect®
 - Nortel® and other IVR solutions

We have played key roles in designing, implementing and delivering very large and complex enterprise level system applications.

Our full professional service includes

- Analysis and delivery of system requirements.
- Software development and implementation.
- System test and end-to-end integration services.

Our objective is to provide a full professional service within the software development life cycle to deliver quality software and rapid deployment.

Following is a short list of industry segments that VLEC had the privilege to provide our consulting services:

| |
|--------------------------------|
| Telecommunications Companies |
| Major financial institutes |
| Insurance Industry |
| Health Care |
| Leading Hardware Manufacturers |

References are available upon request

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Case Study

Problem overview - The customer management team was seeking to implement a customer service and support infrastructure which is capable of abstracting business rules and logic from the system on which it is implemented, managed and supported. The new approach, if properly implemented, will allow the business to rapidly respond to changes in the business environment. It will accommodate changes within its service offerings and business programs, eliminating the need to initiate a new IT project every time a change is requested. In the 'current-state' technology and work environment, virtually all systems and applications supporting customer service are based on linear programming model. Business processes are designed and implemented from start to finish as one linear process within a system. Any process update, change in the systems on which the process is implemented, or any change in an intermediary system or function will almost always necessitate a major software development project.

Solution summary - VLEC Communications performed an analysis of the current dispersed core call-center technology which includes the *Avaya G3si* platform for basic telephony services, *Periphonics VPS/IS 9500* VRU which runs on Sun Solaris hardware and Periphonics version 5.2 software. We delivered an architectural blue print for a future state architecture that emphasized modular design and a set of leading *CTI* and *CRM* technologies that can complement each other in the call-center environment. The design utilized the *Genesys Framework* which includes the Genesys IVR Driver for Periphonics, the *Genesys G-PLUS* adapter for the *Siebel Call-Center* environment to activate the *Siebel* Unified Login Capability and the Telephony Controls. We performed a proof-of-concept implementation of the Genesys Framework interface with the Siebel call-center application to trigger the screen-pop. We implemented a modular CTI design as specified in the architectural document to drive the IVR application on the Nortel Periphonics IVR. We completed the solution by implementing routing strategies using the *Interactive Routing Designer* (Genesys IRD) to design and implement data-base driven and skill based routing strategy for the Genesys *Universal Routing Server*.

Solution summary - We reviewed the existing asset and portfolio data migration process and proposed a solution to implement an automated, 'table-driven' process that is repeatable and one that will minimize application development effort. We delivered an architectural blue print on how to implement an *Extract-Transform-Load (ETL)* process to extract raw data from heterogeneous system, apply a transformation rule, and load to the production environment in timely and repeatable fashion. We perform an appropriate third-party product evaluation on the client's behalf. Our engagement included coordinating and implementing an *Informatica* training session for the in-house development team. This process design helped the client to use a single tool to interface with multiple host legacy systems and other source data formats. This implementation has improved the portfolio migration and deliverable processing time from several weeks to few hours. Furthermore, with our final deliverable, we created a steady and repeatable requirement gathering process that sets the company to a *CMM-Level3* standard.

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