

Simply better communications.



About OCx

OCx Network Consultants is a telecommunications agency that provides consulting, expense management, procurement and support services for multi-unit restaurant operators, retail chains and distributed enterprises nationwide.

OCx helps clients recover and drive down communications costs through product procurement, implementation support, trouble management and solutions integration.

Our business model is unique and value driven. You keep 100% of your savings and receive extensive, value-added services at no charge. OCx is compensated by the telecom provider on a residual basis to service and support the products we sell. And since the cost of our services is borne by our vendors, you can reallocate resources previously dedicated to telecom management to other, more critical MIS/IT objectives. Simply put, we increase the productivity of your existing resources.



Products	Value Added Services
<ul style="list-style-type: none">SDSL, ADSL & Cable based WANsWireless EVDO NetworksIntegrated Voice & Data NetworksMPLS, Frame and Private WANsLocal and LD VoiceConferencing SolutionsBusiness Cellular CommunicationsVoIP & IP PBX Solutions	<ul style="list-style-type: none">Telecommunications Audit & RecoveryContract Negotiation & ProcurementProject & Implementation ManagementTelecom Expense ManagementTrouble ManagementTelecom Inventory ManagementNetwork Monitoring



1-800-281-8394

OCx Philosophy

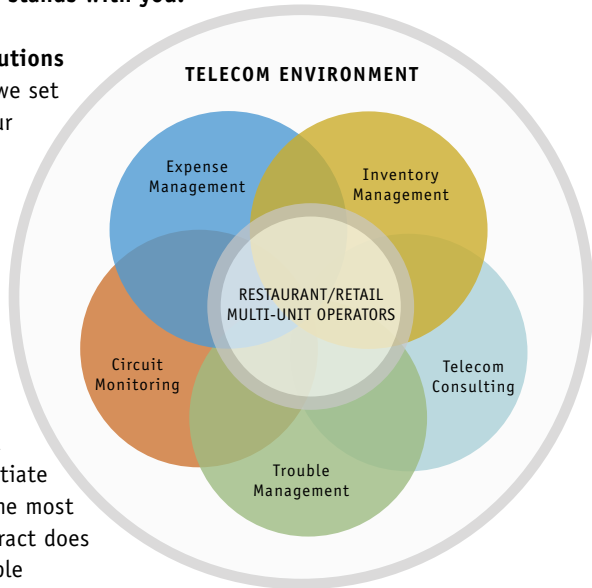
OCx is unique among telecom vendors. OCx combines the best characteristics of several proven business models to form a mutually beneficial relationship between all parties. As a Telecom Agent, we are compensated by the telecom carriers on an on-going basis to provide robust services that are typically offered at substantial cost by Telecom Expense Management Companies (TEMs). Yet our services go beyond telecom expense management to encompass the entire telecom environment, including network monitoring, inventory management and trouble support.

A singular focus OCx is the only company of its kind with a singular focus on national restaurant and retail chains in the area of telecom support, infrastructure and expense management. Because we focus specifically on your industry group, we understand your applications, requirements and challenges. Each solution is specifically tailored and supported to suit your individual needs.

Along the customer vendor continuum, OCx stands with you.

Because OCx supports and manages the solutions we sell, your pain is our pain. This is why we set realistic expectations with the carriers and our customers up front, propose carriers and products that fit your needs and provide reliable, responsive customer support.

Unbiased Consulting By representing all products from nearly all telecom carriers, we remain unbiased with respect to the carriers, products and solutions we recommend. Needless to say, OCx is not easy on telecom carriers. Since our success is tied to long-term customer relationships, we negotiate the best rates in the industry and structure the most favorable contracts on your behalf. If a contract does not meet our standards, we take it off the table



Managing the Telecom Environment

Tight Operating Margins Require Shrewd Expense Management. Telecommunications is among the top 3 line item expenses of most restaurant and retail organizations, and CFOs and CIOs understand that cutting top line expenses has the most direct impact on bottom line profitability.

OCx typically reduces telecom (hard) costs by 30%, sometimes more, not including soft cost savings associated with reduced administration and increased operational efficiencies (visit our website for case studies).

But even cost reductions gained through lower rates and favorable contract negotiations begin to erode over time without active inventory and trouble and management. OCx eliminates the inevitable cost creep resulting from erroneous billing, slammed services and the need for excessive administrative oversight by actively managing inventories, comparing expenditures to contracted rates, monitoring network performance and providing overlay trouble management services.

This is serious business, and it requires a serious partner – a partner focused solely on the telecom environment for your industry group.

Process

Our comprehensive, telecom lifecycle management process is anchored in experience and built upon inventory and network monitoring tools.



1 DISCOVER

During the discovery phase we conduct a telecom audit that analyzes your bills to uncover erroneous charges, non-disconnected services, billing errors, and we assist you in the recovery of monies owed. The result of the audit is a baseline that reflects your true telecom spending.

- Analyze bills
- Uncover erroneous charges
- Identify non-disconnected services
- Identify billing errors
- Recover monies owed
- Establish a telecom baseline

2 PLAN

During the planning phase we evaluate providers and present solutions that best support your applications, financial and IT objectives in the simplest, most cost effective manner. Then we run ROI analyses and benchmark these against your telecom baseline.

- SOX & CISP compliance
- IP credit/debit/gift transactions
- Point of Sale
- Risk/Loss Management & Security
- Telecom proposal generation and ROI analysis

3 NEGOTIATE

After a solution is selected, OCx assists you in negotiating a contract that protects you by ensuring all necessary clauses are present to protect you against business downturns, divestitures, technology changes, volume commitments, term and termination and customer satisfaction, while ensuring sufficient ramp time to cover lengthy migrations. Then we manage all paperwork, log all documents and procure the services.

- Technology upgrade
- Business downturn
- Business divesture
- Customer satisfaction
- Minimal term/volume commitments
- Ramp clauses
- Pre-negotiated rates for future locations

4 IMPLEMENT

OCx fully manages telecom service deployments while placing orders, interfacing with your staff, carriers and 3rd party vendors to meet critical dates. We also disconnect services from previous providers in a timely manner to avoid unnecessary concurrent service charges.

- Project management & support for telecom and equipment deployments
- Budget and resource tracking
- Process streamlining, documentation and integration
- Bill consolidation, coding and payment

5 MAINTAIN

During and after implementation, OCx continues to manage the solution while working closely with your staff.

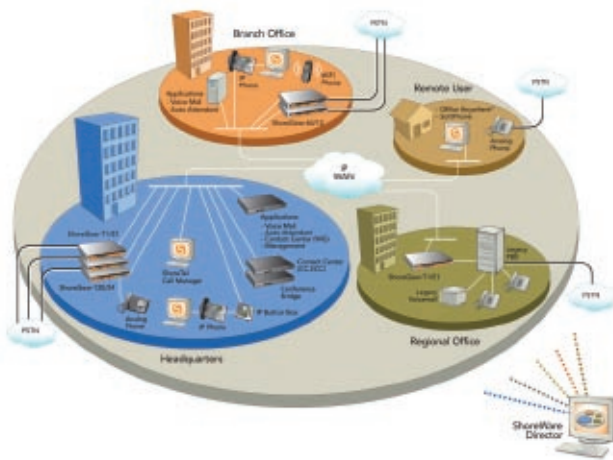
- Streamline billing processes
- Bill reviews to ensure billed rates are consistent with contracted rates
- Monitor WAN circuits
- Manage trouble tickets and escalations
- Manage moves, adds and changes
- Manage telecom inventory and contract information
- Maintain and log communications with vendors
- On-going telecom and technology reviews

With a ShoreTel system, you get the best reliability, flexibility and manageability in the industry, resulting in a low cost of ownership and dramatically improved organizational communications.

ShoreTel's innovative IP phone system, combined with the company's eight-year track record of delivering outstanding customer satisfaction, make ShoreTel the smart choice to help your enterprise leverage the power of VoIP today and into the future.

ShoreTel systems are renowned for:

- Distributed Reliability** ShoreTel IP phone systems are built on a distributed, embedded hardware platform with no single point of failure. IP phone and PSTN failover further ensure 99.999% reliability.
- Best-in-Class Management** Ideal for multi-site companies, a single-view interface enables a global, multi-site IP phone system to be managed from anywhere with very little effort. Moves, adds and changes can be implemented in just a few keystrokes.
- Unmatched Productivity** From unified messaging to converged conferencing, distributed customer care to seamless telecommuting, ShoreTel systems let users choose from more than 400 features they can customize with point-and-click simplicity.
- Ease of Use** An intuitive interface gives users control over complex system functions. ShoreTel systems break the common 80-20 rule, enabling 80% of users to leverage 80% of system features.



- Phenomenal Clarity** ShoreTel leverages IP to deliver superior system and IP phone sound quality – often better than is possible over traditional landlines.
- Data-network Independence** ShoreTel systems integrate with switches and routers from all the leading data vendors, without forcing customers into costly network upgrades commonly mandated by proprietary vendors.
- Simple Expansion Capability** The ShoreTel IP phone system can be easily expanded, enabling quick rollout to new locations – whether a single branch office or a global enterprise network. In-house IT professionals can add phones, change extensions, alter voice mail and reconfigure options with ease.
- Smooth Migration Path** The ShoreTel system can easily integrate with existing legacy phones systems, such as PBXes or voice mail, making migration easy.



"The OCx team is a great resource for all of your telecom needs, they are knowledgeable, reliable, customer focused and always on the look-out for the best interest of their clients. I value their input and recommendations."

We love them." Christy La Rosa, Director of Purchasing & Facilities, American Restaurant Group, Inc.



"Without OCx I would be bogged down in contract negotiations, RFP's, vendor callbacks and telecom minuta. Bottom line OCx saves time and money....a lot of money."

Rob Jakoby, CIO, Red Robin International Inc.



"In an industry filled with high pressure sales people who over-promise, OCx is unique. They really care about long term relationships, and they continually work hard to earn our trust and respect. Their knowledge of the technical and financial details combined with genuine concern for our business has saved us a lot of time--and money."

Champs Entertainment, Inc. Steve Johnson, Director of Information Technology



The Intelligent Network.



Enterprise IP Phone Systems



Global Services

AUTHORIZED AGENT



Together with NEXTEL



AUTHORIZED SALES AGENT



NEW EDGE NETWORKS
AN SATELLITE COMPANY



AUTHORIZED AGENT



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