

Before you decide

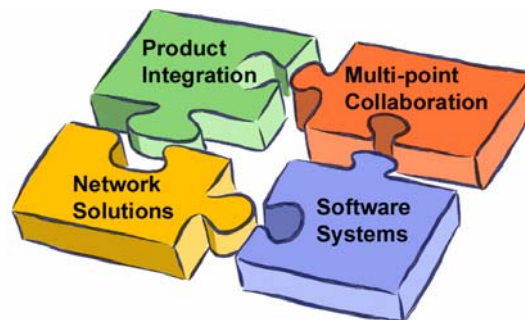
Take 3 minutes to learn why VSGi is the best choice for your video communications vendor. We know there are a lot of choices out there. We know that sometimes it's hard to differentiate one vendor from the next – what's real, and what's "marketing." We also understand that sometimes the bottom line is cost. VSGi understands this business. We have been successful in it for over 13 years.



Who we are

Founded in 1988 as a full-service re-seller of PictureTel videoconferencing equipment, VSGi's focus on providing outstanding service and support earned us a large and loyal customer base. Over the years the company's nimble ability to adapt to the changing needs of the market brought us new products and services, from industry leaders like Polycom and Tandberg. VSGi holds steadfast to its original charter to provide full-service, end-to-end video communications solutions to its customers, while maintaining superior dedication to outstanding service and support.

Today, VSGi has established itself as a leader in visual collaboration and network solutions. Our approach to full-service video communications gives our clients a single point of contact for **Product Integration, Multipoint Collaboration, Network Solutions** and **Service Solutions**. Our best-of-breed product offering ensures the right technology for your initiatives, and VSGi's support services group offers extensive educational development through VSGi University as well as full-service support and maintenance programs.



Our Solution

VSGi has developed an implementation methodology to ensure a smooth implementation and transition to get you up and running in no time. We understand that your needs are different at each location and will work with you to find the best solution to meet your needs.

VSGi's Account Services Department is chartered with your complete satisfaction during the implementation phase. A dedicated Project Manager will be assigned to your account and oversee your implementation through customer sign-off.

Our implementation cycle is comprised of six phases:

- Planning
- Design
- Implementation
- Training
- Monitoring
- Maintenance



The role of the VSGi Project Manager:

Pre-Sales Support:

Project managers are available to support the sales team at the pre-sales phase of an account. ASD can present to the customer what value-add VSGi can provide for their video implementation.

- Review the Implementation process from pre-sales to post-installation.
- Provide environmental requirements for the placement of video.
- Review ISDN and discuss network options.
- ASD has over twenty years of experience in project management and training. We can present to the customer VSGi's training program and strategy on how to roll out the video system company wide.

Post-Sales:

Project Managers will be e-mailed the completed booking package through Order Processing. They are accountable for the post-sales process.

- Within (48) hours after receipt of the booking package, the Project Manager will place a call into the customer contact for a preliminary introduction. The customer will be informed of the Welcome Package coming via e-mail. If the customer has purchased Premium Installation, the project manager will discuss scheduling a Kick-Off Meeting. The participants will include; sales rep, project manager and a field technician. This phone call will serve as a Kick-Off Meeting for customers that have purchased Basic Installation.
- Internal Kick-Off Meetings for Premium Installations will be conducted within (72) hours of receipt of the booking package. This session will allow the support team to clarify any special requirements on the customer account.
- Customer Kick-Off Meeting – The meeting will be scheduled at the convenience of the customer. An Agenda will be presented which will include a review of the teams' roles, review of equipment and network connections, an anticipated timetable for installation, review of training (with a preliminary discussion on who will attend the training) and the video roll out.

Installation:

The project managers will continue to provide regular updates to the customer contact.

- Network Circuits – Premium customers may request that VSGi handle circuit orders. (Basic customers may request VSGi assistance at an additional charge.) The project managers process circuit orders through the Telco. Each customer must authorize the circuit order on a Telco Exchange LOA prior to the order being placed. (This process can be initiated prior to receipt of the booking package.)
- Equipment Shipment – The project manager will coordinate shipment of the product according the customer's requirements and vendor availability. The PM will coordinate with VSGi Shipping Department on inventory shipments and Vendors on Drop Shipments.
- Delivery Confirmation – As part of the Welcome Package, the customer will have an Order Confirmation to assist in completing an inventory check on equipment deliveries. The PM will confirm delivery of equipment and network status prior to scheduling the hardware installation.
- Installation – Confirmation of network installation and receipt of equipment is required prior to scheduling the video installation. A Network Provisioning Form in the Welcome Package needs to be completed to assist the installation. The PM is responsible for placing all network information and account status in a Data Base Profile. PMs are also responsible for initiating an installation ticket documenting the install status. The database will be updated with installation/maintenance dates and serial numbers after installation.

Training:

Premium customers will receive one end user training per installation.

- The training will be conducted via video and can have up to (6) attendees. Each attendee will receive a VSGi training manual – the session is approximately 1.5 hours.
- The training will include System Review, Network Introduction, System Operation, Multipoint Review, Peripherals and Video Guidelines.



Post Installation:

- Within a week after the training is completed, the customer will receive a correspondence from the Project Manager reiterating the level of maintenance that they have purchased and the contact information for on going support.
- One month after completion of the end user training, the project manager will call the site contact to check on status of equipment, end user feedback and if there are any issues or concerns. This may provide opportunity for applications development, hardware or training sales.
- Project Managers offer to any trainees the opportunity to schedule practice sessions on Peripherals and System Operation.

ASD will continue to act as the primary customer service liaison between the customer and VSGi throughout the lifetime of the account.

Based on your specific needs, our maintenance programs provide varying levels of service best suited for your location. VSGi offers various levels of installation and maintenance: Basic Installation, Premium Installation and Premium Maintenance.



Why we are different

Our Customers

At the heart of everything we do are our customers. While almost all customer service focused companies will tell you this, how they deliver it is key. When you take a look at other video vendors, you see that generally we all offer the same products and services. What makes us different is how we support your initiatives from the time you place your order and for the balance of your relationship with us.

The key for us is our ability to provide a flexible solution that is based on *your needs*, not ours. Often times vendors make recommendations based on internal incentives. VSGi realizes that not every implementation is the same and that needs change based on budget, location, and application. We guarantee we won't force you into a solution that doesn't meet your needs. We do promise however, that should your needs change we will have solutions and migration paths to grow with you. You won't outgrow VSGi, we guarantee it. And that is important. We have the technical expertise to stay ahead of trends; this ensures that as new technologies emerge we are ahead of the curve.

Financial Focus

Another reason VSGi is different from other vendors, is that we remain a profitable, private company. When companies were giving it away to go gain market share and go public, VSGi remained focused on it's core objective – your trust and satisfaction. Venturehouse Group, a company focused on the success of entrepreneurial companies saw the value in what VSGi had to offer and became an investor in November 2001. Venturehouse Group continues to support our initiatives to grow our business through the expansion of our sales force and support staff.

Our Team

One of the most significant components of our culture, are the people. The majority of the VSGi staff has been with the company for over 8 years. That says a lot in today's economy. As we grow, we hand pick our sales reps from the videoconferencing industry. Often times vendors hire reps that have jumped from one vendor to the next purely to get at their customer base. VSGi carefully selects each and every employee based on personal achievement, contribution and reputation. We rely on each individual to maintain the stellar reputation VSGi has created and maintained over the last 13 years.

VSGi also believes that we are more than just our sales team. We know that once the sale is over that our project managers, customer service representatives and sales engineers are the people that support your initiatives and maintain success in you investment. VSGi has one of the largest support



Getting You *Connected* and Keeping You *Connected*

services group of all our competitors. We rely heavily on these individuals to know your business and make doing business with the tools we provide more efficient, effective and fun.

Our Relationships

Having been in this business for well over a decade, VSGi has developed strong relationships with the leading conferencing manufacturers.

LifeSize

In 2005, VSGi was the first and only **Nationally Authorized Channel Partner** to offer high definition conferencing products from LifeSize™. LifeSize is the first company to conceptualize, design and deliver high definition video communications products that combine exceptional quality, user simplicity and administrator manageability for a productive, true-to-life experience.

Polycom

VSGi is both a Polycom **Platinum Certified National Reseller** AND a Polycom **Certified Service Partner (CSP)**. This means that all of VSGi's support engineers are Polycom Certified Video Engineers (C.V.E.) and that VSGi exceeds stringent service and customer satisfaction requirements. In 2005, VSGi became the first Polycom Certified Service Partner (CSP) in the US when the distinguished program was introduced.

Tandberg

VSGi is one of only a few select Tandberg **Platinum Channel Partners** in North America, which is a distinctive partnership for both companies. VSGi's support engineers are also Tandberg Certified Technicians.

We work hard to maintain these relationships and have been the recipient of many awards from the manufacturers for our expertise and dedication.



Why VSGi

Whatever your ultimate decision may be, VSGi remains an experienced, dedicated, reputable vendor. Our customers have stayed with us based on our core values and our ability to follow through with our commitment to your success. At the end of the day, if you aren't productive in your business communications we have failed. From a simple single unit sale, to a custom network implementation, VSGi steps in to seamlessly ensure your needs are met. If there is one decision you make after reading this, make it rethinking your current solution.

