

Dramatic changes in the telecommunications industry and technology advancement have made the network landscape much more complex.

While you have the opportunity to use networking technology to expand your business, determining the right solution can be confusing and even counter-productive.

We work for you and with your staff to navigate the communications environment. We have the resources and knowledge base to:

- Determine Your Goals...**
- Analyze Your Situation...**
- Develop A Plan...**
- Design The Solution...**
- Implement The Plan...**
- Measure The Results**

### We Align Our Firm with Your Organization's Objectives

- **Objective Analysis:** We 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.
- **Speed of Benefit Realization:** We deliver the cost and performance benefits in the most expeditious manner. Our Project Management Services apply proven vendor management processes to implement the solution and measure its effectiveness.
- **Focus On Your Business:** We enable your resources to do the job that they were hired to do- improving your business performance. Your staff works with their business associates to increase sales, lower costs and improve customer service. We augment them by designing and implementing the infrastructure that supports the business plan.
- **Reduce Costs:** We save our clients far more than the cost of our fees by employing the right mix of technology and negotiating competitive contracts. You avoid headcount increases to accommodate complex projects and ongoing support.

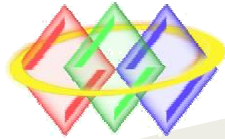
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Our logo represents the convergence of voice and data communications to link mission critical applications across an enterprise. Voice, data and IP communications are increasingly becoming your front door to customers, partners, suppliers and employees. You gain and maintain competitive advantage based on your ability to invest in effective and cost-efficient network communications resources.

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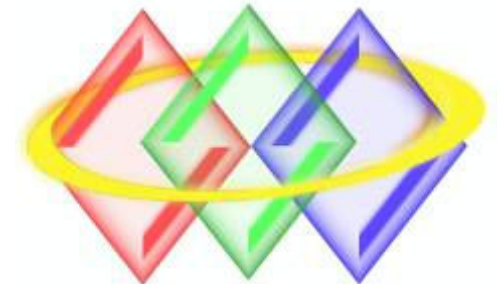
Society of Telecommunications Consultants Member

Assures Independent & Ethical Consultation  
on Behalf of Your Enterprise.

# T.A. Wallace & Associates, Inc.

## Telecommunications & Network Consultants

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

## STRATEGIC CONSULTING

Integrate Network Technology Into Your Firm:

- 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

We analyze your requirements, develop a plan and design the best combination of service and equipment elements to accomplish your objectives.

We don't stop with the recommendation. We will implement it and measure the results. You can count on our experience and expertise to recommend the right solution and implement it "on-time and on-budget".

## Comprehensive Network Consulting Services

Just a few years ago, 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. We will guide you through the vendor hype to implement the right mix of technology, function and price for your situation.

Here's what differentiates us from others in the market:

### 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 (outsourced) Network Solutions.

With T.A. Wallace, you always get the "A" Team- we have no junior associates here.

## NETWORK INFRASTRUCTURE ANALYSIS

Ensure that your bills reflect the rates and features in your contracts.

Make recommendations for infrastructure improvement and cost savings in your network communications environment.

### PROJECT MANAGEMENT SERVICE

Augment your staff and manage the deployment of what we recommend. Accelerate benefit realization and measure results.

Provide on-going staff support on a daily, monthly, quarterly or annual basis.

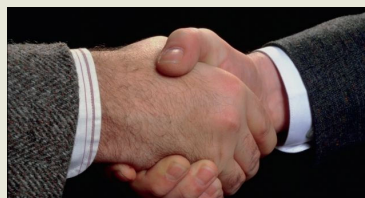
### TECHNOLOGY INTEGRATION

We integrate networking technology into your business processes and make it work the way you want it to.

We work with you to develop a strategic plan, design the solution, negotiate the best deal and then deploy and assure it. 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) across the entire solution so that it performs the way it has to. Mission critical applications require better than average performance characteristics, so SLA and SLO development and compliance is critical to your success.



### KNOWLEDGE BASE

Our experienced Consultants and Project Managers have worked across a broad base of client applications environments. We stay on top of new developments through the educational resources of the Society of Telecommunications Consultants (STC).

### STRATEGIC PARTNERSHIPS

We partner with other members of the STC and 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.

## 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.

### WIRELESS SERVICE CARRIER

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

### 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 5 Node VoIP Network & IP systems

T.A. WALLACE  
& ASSOCIATES

