

# Partner Process

At **Interwest Communications**, we take a little different approach than others, when seeking to serve your needs. We feel as if this is a decision that should not be rushed. Rather than simply selling you something, we believe it is our responsibility to take the position of a partner and consultant. It is very important for all of us to understand



what problems are to be solved, what the actual business needs are, and what goals we are to accomplish. We also understand the importance of working within your timeline. Knowing some companies may require immediate options and decisions while others are just in the planning stages. We might ask a little more involvement from you during this process, but our aim is to help you realize the greatest return on your investment.

### Optimize

The beauty of today's technology is it can usually do more for us than we had originally planned. During our optimization step we re-visit your company and assess how things are being used compared to the plan and to identify any opportunities for improvements. As stated during understanding our goal is to help you not only solve a current problem but to attain your goals, find efficiencies and improve effectiveness through the use of our communications solutions and company.

### Implementation

Most system programming is completed on site at our offices to minimize actual installation time. This includes preparing voicemail systems, extension programming, port allocation, phone labeling and mounting preparation. All to minimize business disruption. After any infrastructure changes are tested the system is installed and system "know how" (training) takes place. We pride ourselves on what people learn more than how we train.

### Understanding

- Discovery
- Letter of Understanding

### Optimize

- Evaluate Goal Attainment
- Identify Opportunities
- Ensure "Know How"

### Implement

- Programming
- Vendor Coordination
- User "Know How"

### Planning

- Design Plan Action
- Vendor Coordination
- Walk-through

### Design Development

- Solution Discussions
- Confirm Infrastructure

### Understanding

As a partner we need to not only understand what you need but *why you need it*. We need to:  
 1) Understand how communications technology can support your current and long term businesses objectives.  
 2) Assess where possible efficiencies or improved effectiveness can be found in how you use your communications technology.  
 3) And understand your current and future network infrastructure requirements so we can design a system to best meet your needs and leverage technology.

### Design Development

Our Partners (customers) are counting on Interwest to design a system that will not only support their current goals and initiatives but be able to change, grow and adapt to the future of the business. As partners we approach design as a collaborative effort between our partners, their IT staff, third party vendors and service carriers. We might ask a few more questions and ask you to be a bit more involved, but it is all to design a system you will be able to work with for many years to come.

### Planning

Together we will develop a plan to coordinate any infrastructure upgrades or changes, extension mapping and training schedules. Many customers take advantage of our knowledge and allow us to contact their service carriers to coordinate cut over changes. When the plan is done carefully and patiently implementation will cause minimal disruption to the business operations.