



Opportunity for existing Interactive Intelligence installations

For about the price of one year's Interactive Intelligence (I3) maintenance fee, customers can purchase an entire new TeleVantage system. Over time, savings are even more dramatic.

When you are selling to an existing I3 customer, the following information can be helpful.

- Interactive Intelligence charges around \$4,000 per agent for its phone system. For a thirty agent site, this translates to \$120,000.
- Typically customers must pay a 20% maintenance fee or lose the rights to use their I3 licenses.
- Maintaining an I3 system is extremely expensive. I3 requires either continuously paying to train employees or possibly paying even more to have consultants maintain the system.
- Asking customers to estimate their I3 training and maintenance costs will make TeleVantage even more appealing as there are virtually no training costs associated with TeleVantage.
- I3 runs on the same Intel Dialogic boards as TeleVantage so no hardware needs to be purchased.
- TeleVantage has many of I3's features – ACD, IVR, auto attendant, voice mail, reporting, recording, screen pops – plus is more flexible, easier to use, and has a lower total cost of ownership.

Below you can see that I3's annual maintenance cost can fund the purchase of an entire new TeleVantage system.

Compare I3's maintenance fee with a TeleVantage install		
Number of agents	Estimated CIC annual maintenance fee	MSRP* for a new TeleVantage system
20	\$15K	\$14,200
30	\$21K	\$20,700
40	\$28K	\$27,200
50	\$34K	\$33,700

Over time the savings are even more dramatic when the annual fees are compared.

Annual fee savings for a 30 agent system			
Year	I3 Annual maintenance	TeleVantage subscription	Total Dollar Savings
1	\$21K	\$4K	\$17K
2	\$21K	\$4K	\$34K
3	\$21K	\$4K	\$51K
4	\$21K	\$4K	\$68K
5	\$21K	\$4K	\$85K
6	\$21K	\$4K	\$102K
7	\$21K	\$4K	\$119K
8	\$21K	\$4K	\$136K
9	\$21K	\$4K	\$153K
10	\$21K	\$4K	\$170K

* Purchase of TeleVantage server and the appropriate number (20, 30, 40, or 50) of client, agent, and trunk licenses. Installation and subscription not included. Costs may vary depending on system requirements.