



Migration Program

Inter-Tel Axxess to Mitel 5000

Release date: 16th March 2009



Inter-Tel Axxess to Mitel 5000 Migration Program

This migration program coincides with the recent Inter-Tel Axxess retirement announcement made by Mitel on Thursday 12th March 2009.

Mitel have announced they will no longer accept orders for major components for the Inter-Tel Axxess range of telephone systems effective 31st July 2009.

Migration Program

Effective March 16th 2009, PSU Technology Group is introducing a new "Inter-Te Axxess to Mitel 5000 Communications Platform (CP) Migration Program". This program gives Inter-Tel Axxess customers an opportunity to purchase a Mitel 5000 solution at a heavily discounted price and take advantage of additional hardware and software options at a fraction of the normal Mitel list price (MLP). This offer is available to Inter-Tel Axxess Users in the United Kingdom and is available up to 31st July 2009. Take the opportunity now to migrate to the latest Mitel 5000 solution, and ensure that you benefit from this special offer pricing.

This all new Axxess to 5000 Migration program targets existing Axxess customers looking to migrate to the Mitel 5000 platform. This program provides a number of offers which include hardware (a base migration package) and software options at heavily discounted prices for a limited period of time.

Firstly, the program offers a heavily discounted Mitel 5000 migration base package. This package includes all the necessary software and hardware elements to support a seamless migration from the Axxess platform to the Mitel 5000 platform. Axxess customers can take advantage of additional discounted hardware such as Digital Expansion Modules (DEM's) & Single Line Modules (SLM's) to enable them to migrate up to 48 digital endpoints or an additional 16 analogue phones to the 5000 platform from the outset.

Secondly, Axxess customers can also take advantage of transferring free of charge certain software options from the Axxess to the new Mitel 5000 platform at the initial migration phase (rules apply).

Last but not least, Axxess customers can get up to x5 IP licences free of charge at the initial migration phase allowing customers to take advantage of new features, functionality and applications available to users when migrating to an IP infrastructure

In today's economic downturn it's even more important that businesses invest wisely in their communications infrastructure to work more efficiently and more productively. The offers available within this Axxess to Mitel 5000 program are designed and priced accordingly to deliver upon that requirement.

Program Duration

The program will run from March 16th 2009 until July 31st 2009 providing Inter-Tel Axxess Users with a window of opportunity to upgrade to the latest Mitel 5000 communications platform. PSU Technology Group reserves the right to cancel this program at any time.

Program Description / Benefits / Details

The migration base package is only available to Axxess customers providing them with a unique opportunity to upgrade to a platform that can deliver advanced functionality and features whilst retaining many features supported on the Axxess product suite. Hardware such as analogue and digital phones and applications such as ACD can all be seamlessly migrated to the Mitel 5000 platform ensuring that Axxess customers get the most out of the investment they made in their Axxess system.

That's not all. There is a second compelling offer as part of the overall migration program, If a customer requires additional Digital Expansion Modules (supporting Digital phones) or up to x2 additional Single Line Modules (supporting analogue phones) they will receive the first x2 (two) DEM's or the first x 2 (two) SLM's free of charge. If a customer wants to order x 1 (one) of each that's not a problem. To qualify for this discount these items must be on the same order as the chosen migration package. In proving these additional options Axxess customers can migrate up to 48 digital extensions and up to an additional 16 analogue extensions free of charge onto the 5000 platform.

Along with this hardware promotion PSU Technology Group will also give away free of charge the first x5 CAT A IP licences on the order (supporting the Classic Inter-Tel 5000 IP phones) or the first x5 CAT D IP Licences (supporting Mitel 5000 IP Phones) allowing Axxess customers the choice of which phone best suits their business and users needs. When the IP licences are enabled with the chosen IP phones they will provide users with access to advanced features and functions not traditionally supported on the Axxess system.

Telephony applications such as "PhoneManager standard" is provided free of charge with the migration package. PhoneManager takes computer telephony integration to the next level, bringing the powerful features of the Mitel 5000 system straight to the users PC desktop. The screen based presentation delivers a wealth of information that helps users and companies communicate more effectively. PhoneManager has three separate versions each designed to meet the varying needs of individuals within the organisation.

At the heart of phonemanager lies the DSS console. From here, you can see if your colleagues are free to answer calls, on the phone, away from their desk or in 'Do Not Disturb' (DND). Icons representing extensions of the telephone system can be added to the console, in addition to personal and system speed dials.



If you need to make a call to a colleague, double-clicking an icon makes a call to that extension instantly. The console can be viewed in a variety of formats to suit the tastes and needs of each user. Other features supported are:

- Quick Dial Hot Key
- Call banner
- Contacts Directory
- Call History
- Keypad Control

(PhoneManager Professional and PhoneManager teamleader are available at normal Mitel List price (MLP).

For more information on PhoneManager please visit <http://www.intertel-systems.co.uk/Products/Computer-Telephony/Phone-Manager-by-Xarios.aspx> or contact your PSU Technology Group account representative on 0800 131 3416.

In keeping with the free of charge software offer PSU Technology Group will also provide a third DEI licence free of charge. This DEI licence will allow an Axxess customer to connect a third (purchasable) Digital Expansion Interface (DEI) providing more digital endpoint connections at the migration phase. All of these free of charge licences need to be ordered at the same time as the base migration package.

In addition to the hardware and licence promotion stated above PSU Technology Group are also offering Axxess customers the opportunity to transfer free of charge a number of supported software options originally purchased on the Axxess system and supported on the Mitel 5000 platform.

All quantities ordered of each of the part numbers below will be validated by Mitel against the serial number of the Axxess system (submitted as part of the order bid approval process), and shall not exceed the quantity currently listed on that serial number. Any additional hardware or software that is required outside of these program rules can be purchased at normal list price.

This entire program provides Axxess customers with a massive opportunity to deploy a new Mitel 5000 solution at a more than generously discounted price. By taking up this offer Axxess customers can benefit from a seamless transition of features and functions when migrating to the new Mitel 5000 solution. Axxess customers can also take advantage of newer technologies and applications that provide business process improvements and productivity enhancements by utilising existing and new applications. This entire program provides a very compelling Return on Investment which in today's economic climate is more important than ever.

Configuration Information

The base migration package has been designed to enable a simple transition to the Mitel 5000 platform. The package includes all the base software and hardware to support the migration and also support the off board enterprise messaging platform or contact centre platform.

The table below outlines the base package software and hardware options:

Mitel Part Number – 52002180 – MLP £2800.00**CS-5200 Starter Pack (PRI)****(Includes: 16 digital extension ports and 75 IP resources)**

- 1 - 580.1000 (CHASSIS BASE 1U RACKMOUNT)
- 1 - 580.1001 (CHASSIS DIGITAL EXPANSION INTERFACE)
- 1 - 580.2000 (PCBA PROCESSOR MODULE (PM-1))
- 1 - 580.2020 (PCBA PROCESSOR EXPNSION CARD(PEC-1))
- 1 - 580.2200 (PCBA DIGITAL ENDPOINT MDUL (DEM-16))
- 1 - 580.2702 (PCBA DUAL T1/E1/PRI)
- 1 - 840.0227 (LICENSE INTL5000 INDIVIDUAL PRI)
- 1 - 840.0230 (LICENSE INTL5000 AUTO CALL DISTR)
- 1 - 840.0238 (LICENSE INTL5200 BASE)
- 1 - 840.0240 (LICENSE INTL5200 UPGRADE TO 5400)
- 1 - 840.0320 (LIC INTL5000 SYSTEM OAI EVENTS)
- 1 - 840.0321 (LIC INTL5000 SYSOAI 3RD PTY CALLCTR)
- 1 - 840.0408 (LICENSE INTL5000 IP ENDPOINTS ENABL)
- 1 - 840.0409 (LICENSE INTL5000 DEI 1 ENABLE)
- 1 - 840.0410 (LICENSE INTL5000 DEI 2 ENABLE)
- 1 - 840.0460 (LICENSE INTL5000 BVM 4 PORTS)
- 1 - 840.0838 (LIC MT 5000 SOFTWARE V3.1)
- 1 - 841.0278 (SW PRG MEM MT 5000 512MB CFLASH UK)
- 1 - 841.0892 (SW LICENSE KEY INTER-TEL 5000 S)
- 2 - C110 (MAINS IEC CABLE c/w PLUG 4M ST)
- 1 - C1814 (CS5000 DEM RJ45/DKSC-16 15FT)
- 1 - SW292 (PHONEMANAGER - STD PACKAGE)



Axxess customers can take advantage of the free of charge Digital Expansion Modules or Single Line Modules (up to two per order) if they are purchased at the same time as the package listed above. (52002180). This gives Axxess customers all the hardware and software required to connect up to 48 digital phones and an additional 16 analogue connections. In addition to the hardware when customers order IP licences the first x 5 CAT A or the first x5 CAT D licences are provided free of charge.

Mitel Part Number	Quantity (FOC)	Description
580.2200	Up to 2	Digital Expansion Module
580.2101	Up to 2	Single Line Module (SLM-8)
840.0226	5	CAT A IP Endpoint Licence.
840.0416	5	CAT D IP Endpoint Licence
840.0817	1	Licence for 3 rd DEI Interface

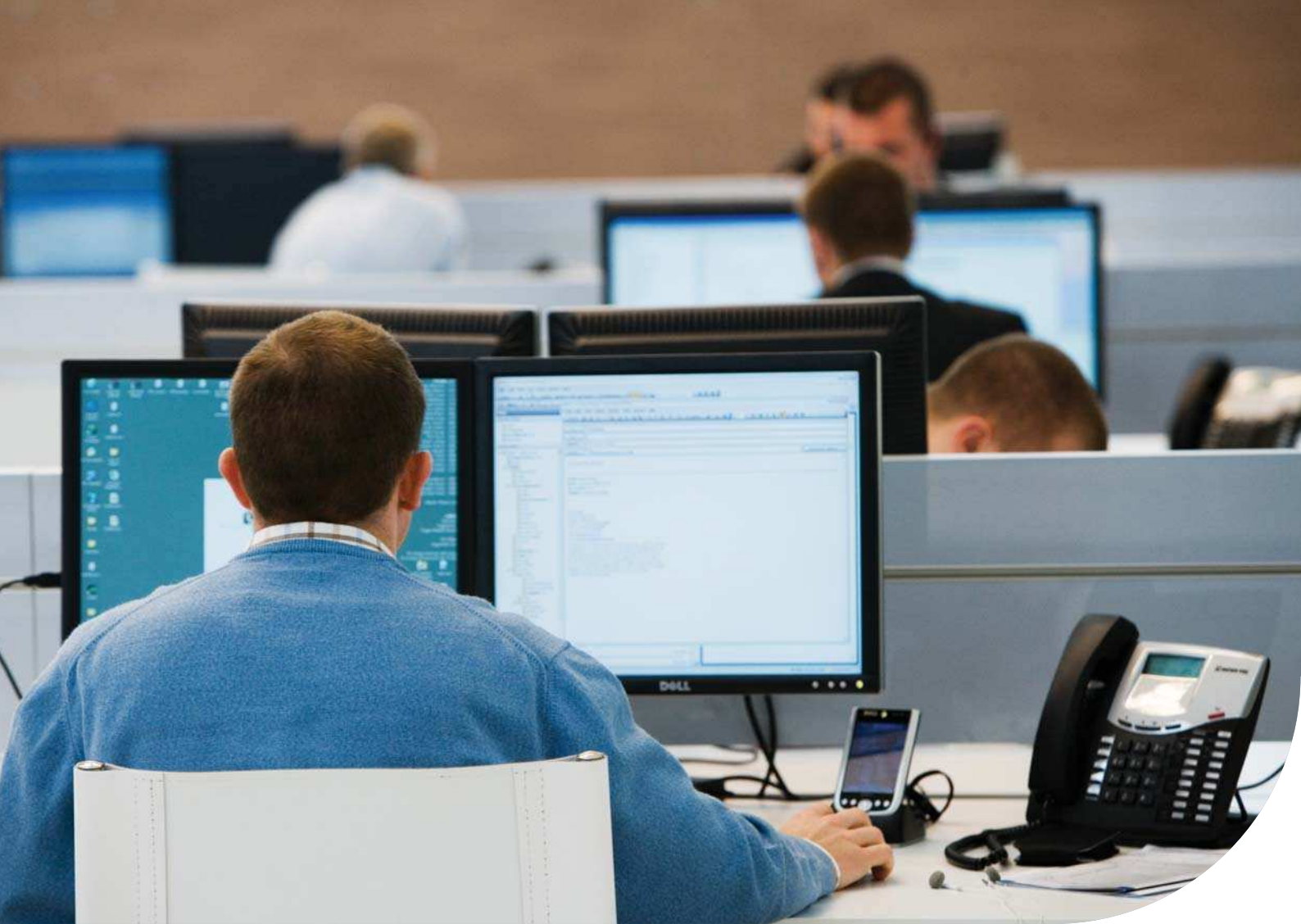
As previously mentioned there are a number of additional software options which can be transferred from the Axxess to 5000 platform free of charge during the migration phase. These options are listed in the table below.

Mitel Part Number	Quantity of transferable Options (FOC)	Description
54004479	1	Agent Help Premium Feature
54004481	1	Desktop OAI interface feature

These offers are only available to migrate existing Axxess customers. Under no circumstances will the packages be offered or sold outside of that agreement.

To discuss the migration program in further detail please call a consultant on:

0800 131 3416



Maintaining your Inter-Tel Telephone System



Inter-Tel Phone Systems
Support and Maintenance Specialists



The importance of having your system supported and maintained

The telephone is probably one of the most essential devices in business today. If your customers cannot contact you, your day to day business can grind to a halt and it could have unseen longer term repercussions. Few people realise that the statutory warranty offered by the manufacturer, usually for a period of 12 months, will cover your hardware for the period, but relies on you to return it for repair or replacement. This type of guarantee is adequate when you consider devices such as media players or toasters which are easy to transport and hence could be dropped back to the shop at anytime. But consider the implications if you had to unscrew your business telephone system from the wall and return that for repair. How would your business operate for the time that your system was back at the manufacturers being repaired?

That's why it's essential to have an on-site maintenance contract in place to ensure that your telephone system is always available and ready to provide that vital link with the outside world.



I would just like to record our thanks for the excellent service and friendly and professional manner in which it was carried out.



client
testimonial
Osborne
Insurance



Relax in the knowledge that help is at hand

PSU Technology Group, in conjunction with Inter-Tel Europe, can provide a comprehensive nationwide on-site parts and labour warranty which will guarantee that your link to the outside world is continuously maintained.

PSU have been supplying and supporting Inter-Tel telephone systems for some of the biggest names in the UK since 1996 and audit figures show that on average, 98% of issues have been resolved remotely without an engineer even needing to attend site. This ensures that any downtime at a customer's premises is minimised. We also hold a significant stock of replacements parts distributed across the country, so in the unlikely event that an issue cannot be resolved by dialling into the system, one of our fully trained engineers (many having joined us directly from Inter-Tel) will attend site and replace any parts required to get the system back up and running.



Inter-Tel Phone Systems
Support and Maintenance Specialists



Working in conjunction with Inter-Tel

Having a close relationship with a manufacturer is essential in understanding a systems capabilities and the myriad of configuration and programming options available to satisfy even the most demanding of users.

PSU is one of the three largest suppliers and maintainers of Inter-Tel products within the UK. This dedication has been recognised by our inclusion within the prestigious Inter-Tel European Principal Reseller Group since 2006; an 'invitation only' group consisting of eight companies who have shown a particularly high commitment to service and engineering excellence.



We logged the call in the morning and within an hour or so, the engineer had visited and fixed the problem. Talk about speedy service.

client
testimonial
Premiere
Products



Maintenance Plans

Standard Cover

Monday – Friday / 09:00 – 17:00

(excluding public holidays)

Standard response - 16 working hours

Optional response - 8 working hours

Optional response - 4 working hours

Extended Cover

Monday – Saturday / 09:00 – 17:00

(excluding public holidays)

Standard response - 8 working hours

Optional response - 4 working hours

365 Day Cover

365 days a year / 09:00 – 17:00

(including public holidays)

Response - 4 working hours

365 / 24 Cover

365 days a year / 24 hours

(including public holidays)

Response - 4 working hours

What's included:

- Full parts and labour cover
- Remote diagnostics / fix
- Remote programming*
- Onsite diagnostics / fix
- Liaison with network provider

Benefits:

- Total support for your telephone system
- Concise Service Level Agreements (SLA)
- Broad choice of maintenance plans
- Easy payment options
- Unrivalled experience on Inter-Tel systems
- BS (EN) ISO9001 audited by BSI since 1994

 **INTER-TEL**[®]
A Mitel Company

Customer Portfolio

PSU maintain some of the biggest names in the UK.

- Ringway Highways Limited (32 UK Sites)
- Culligans water (6 UK sites)
- Hazel Carr (7 UK sites)
- Weststaff Recruitment (25 UK sites)
- British Energy (2 UK sites)
- Goldsmith Jewellers PLC (HQ)
- Ford
- Citation PLC (2 UK sites)
- The Jewellery Channel
- Directline Holidays (HQ)
- Over 20 NHS Trusts

Plus many more.

Recent contract wins include:

- After a 9 month evaluation of telephone solutions, Mitsui Sumitomo placed an order with PSU for one of the largest Inter-Tel solutions in the UK, supporting over 300 SIP based extensions, unified messaging and full presence management.
- Voice over IP solution for Ringway Highways Limited, using fully managed hardware spread across multiple UK sites for over 500 users.
- Voice over IP solution for Culligans using resilient networking hardware spread across multiple UK sites for over 600 users.
- Renewal of three year 24/7 contract to ensure the specialist support of ITC data hardware at two nuclear power stations for British Energy Group PLC.

Accreditations:

- Inter-Tel Principal Reseller
- Microsoft Certified Partner
- Citrix Silver Solutions Advisor
- TIA CTP qualified engineers



If you feel that your telephone system could be doing more for your staff and customers, or you're concerned that you're telephone system is not being maintained and supported, call our friendly team on 0800 131 3416 and we'll talk you through how we can help. Alternatively, visit our website at www.intertel-systems.co.uk



Inter-Tel Phone Systems
Support and Maintenance Specialists



client
testimonial

These days it is rare to be involved with a company that backs up what they talk about in their promotional material. PSU have always responded to our issues with speed, accuracy and care. We use various IT related companies at Culligan but none match PSU for 100% satisfaction. Thank you and well done all!

Culligan



client
testimonial
Masa
International

I just wanted to thank you and everyone at PSU who have been absolutely fantastic in helping with our new telephone system. The service we have had so far has been flawless and feel free to use us if you ever need a client endorsement.



client
testimonial
Hazell Carr

Over two weekends we needed to relocate the IT and telecommunications equipment needed to support the 300 staff who would be working from this new site. The PSU engineers were helpful in the extreme, going out of their way to assist us with our telephone and desktop deployment, and doing far more than the call of duty required to ensure that not just the telephony, but the whole project went off smoothly. It was a delight to be supported by such a professional and hardworking group of people who worked with us as though part of the same team. Please accept our thanks to PSU for their help and pass on my praise to the engineers.

