

ATTACHMENTS - MITEL

1. Marco Mitel Proposal
2. Exceptions/Clarifications
3. Presentation Materials
4. Project Resources and Support Services
 - a. Dedicated Support Team
 - b. Voice Support Services
5. Marketing Information/Brochures
 - a. Marco Managed Voice (MMV) Service Request



April 28, 2025

MITEL PROPOSAL FOR

CITY OF WHITEWATER

TIM NEUBECK

Prepared By:

Correen Oestreich

Senior Technology Advisor

262-353-0229

correen.oestreich@marconet.com

Quote Number: 201499



Managed Services



Copiers & Printers



Audio Visual



Business IT Services



IT - VoIP Telephony Solution -- City of Whitewater



Prepared by:

Marco - Little Chute

Correen Oestreich
262-353-0229
correen.oestreich@marconet.com

Prepared for:

CITY OF WHITEWATER

312 W Whitewater Street
Whitewater, WI 53147
Tim Neubeck
262.473.1391
tneubeck@whitewater-wi.gov

Ship To:

CITY OF WHITEWATER

312 W WHITEWATER ST
WHITEWATER, WI 53190-1940
Tim Neubeck
262.473.1391
tneubeck@whitewater-wi.gov

Quote Information:

Quote #: 201499

Version: 1
Date Issued: 04/28/2025
Expiration Date: 05/24/2025
Special Pricing Program:
Sourcewell/NJPA

Products - Includes MiVoice Connect to MiVoice Business Migration Discount

Description	One-Time	Qty	Ext. One-Time
This quote is based on the Mitel Sourcewell contract #120122-MBS			
MiVB SVI Bundle	\$330.00	1	\$330.00
Virtual Appliance Includes <ul style="list-style-type: none">• MiVoice Business Base• MiCollab Base• 30 SIP Trunk and Proxy Licenses• 20 Mailbox Licenses			
UCCv4.0 Entry User for MiVoice Bus x1	\$82.25	125	\$10,281.25
Includes <ul style="list-style-type: none">• Multi Device User Group with ability to ring up to 8 devices simultaneously• MiCollab for PC• Soft Phone for PC• Mailbox			
MCD Mailbox license	\$19.11	10	\$191.10
MiVoice Border Gateway Virtual	\$87.50	1	\$87.50
• Mitel SIP trunk proxy server			
6920w IP Phone	\$147.20	125	\$18,400.00
SWA MiVBus UC Premium 3y	\$4.64	1317	\$6,110.88
Marco Managed Voice Support Three (3) Year 24x7 Standard	\$10,500.00	1	\$10,500.00

Subtotal: **\$45,900.73**



SCHEDULE A - SCHEDULE OF PRODUCTS TO PRODUCT
AGREEMENT(S)

Professional Services Labor

Description	One-Time	Qty	Ext. One-Time
Marco Professional Services - Fixed Fee - Milestone 1 - Progress Billed Monthly	\$18,500.62	1	\$18,500.62
Subtotal:			\$18,500.62

Optional Products

** Optional Section*

Description	One-Time	Qty	Ext. One-Time
This quote is based on the Mitel Sourcewell contract #120122-MBS			
<i>Phones and Accessories</i>			
<i>M695 PKM</i>	\$165.10	1	\$165.10
<i>6970 IP Conference Phone</i>	\$476.45	1	\$476.45
<i>6930w IP Phone</i>	\$307.45	1	\$307.45
<i>6940w IP Phone</i>	\$406.25	1	\$406.25
<i>RFP 12 Single Cell Base Station (NA)</i>	\$107.25	1	\$107.25
<i>112 DECT Phone, Universal (w/Charger)</i>	\$130.00	1	\$130.00
<i>UCC Standard License</i>			
<i>UCCv4.0 STND User for MiVoice Bus x1</i>	\$204.00	1	\$204.00
Includes <ul style="list-style-type: none">• Multi Device User Group with ability to ring up to 8 devices simultaneously• MiCollab for PC or Mobile• Soft Phone for PC or Mobile• Mailbox			
<i>Business Reporter (Requires Windows Server)</i>			
<i>MiVoice Business Reporter Starter Pack</i>	\$2,142.00	1	\$2,142.00
<i>MiVoice Business Reporter Extension x50</i>	\$220.50	2	\$441.00
<i>SWA MiCCBus Premium 3y</i>	\$3.71	360	\$1,335.60

* Optional Subtotal: **\$5,715.10**



SCHEDULE A - SCHEDULE OF PRODUCTS TO PRODUCT AGREEMENT(S)

Optional Professional Services Labor - Business Reporter

* *Optional Section*

Description	One-Time	Qty	Ext. One-Time
Marco Professional Services - Fixed Fee - Milestone 1 - Progress Billed Monthly	\$4,009.50	1	\$4,009.50

* Optional Subtotal: **\$4,009.50**



SCHEDULE A - SCHEDULE OF PRODUCTS TO PRODUCT
AGREEMENT(S)

Quote Summary - One-Time Expenses

Description	Amount
Products - Includes MiVoice Connect to MiVoice Business Migration Discount	\$45,900.73
Professional Services Labor	\$18,500.62
Total:	\$64,401.35

*One-Time * Optional Expenses*

Description	One-Time
<i>Optional Products</i>	\$5,715.10
<i>Optional Professional Services Labor - Business Reporter</i>	\$4,009.50
<i>Optional Subtotal:</i>	\$9,724.60

Payment Options

Description	Payments	Interval	Amount
One-Time Payment			
One-Time Payment	1	One-Time	\$64,401.35

Summary of Selected Payment Options

Description	Amount
One-Time Payment: One-Time Payment	



■ Approval

- Client represents that it has reviewed and agrees to be legally bound by this Schedule of Products.
- Client represents that it has reviewed and agrees to be legally bound by the Relationship Agreement, any Product Agreement(s) referred to herein, and applicable policy(ies) ("Terms and Conditions") which are located at www.marconet.com/legal for the Products it is obtaining as identified in this Schedule of Products.
- If the parties have negotiated changes to the Terms and Conditions that have been reduced to writing and signed by both parties, the modified version(s) of such Terms and Conditions, that have not expired or been terminated, shall replace the online version(s).
- Client agrees to use electronic signatures, electronic communications, and electronic records to transact business under the above documents.
- The pricing above does not include taxes. Taxes, fees and surcharges shall be paid by Client and will be shown on invoices to Client.
- Payments made via credit card are subject to a 3% surcharge.
- A \$30 fee will be assessed for any returned payment.
- Price availability is subject to change without notice at any point during or after the quotation, ordering, and fulfillment process.

Marco Technologies, LLC

Signature: _____

Name: _____

Title: _____

Date: _____

CITY OF WHITEWATER

Prepared for: Tim Neubeck

Signature: _____

Signed by: _____

Title: _____

Date: _____

PO Number: _____

Email Address: _____



April 28, 2025

City of Whitewater
Tim Neubeck, Project Manager
312 W Whitewater St
Whitewater, WI 53147

RE: EXCEPTIONS/CLARIFICATIONS

Dear Tim,

We appreciate the opportunity to provide a recommendation for the City of Whitewater's VoIP Telephony Solution and do not have any exceptions for this RFP.

The following are Marco's standard terms and conditions can be found here:
www.marconet.com/legal. Terms can be negotiated upon notification of award.

The following are Marco's standard payments terms:

- 25% down payment, hardware upon shipment, labor upon project completion; Net 15 days.
- Upon award, a completed and signed credit application is required for formal credit approval.
- Marco's preferred invoice delivery method is via email.
- A 3% credit card fee may apply.
- Marco accepts payments via EFT/ACH, contact AR@marconet.com for remittance information.

Please contact us if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Correen Oestreich".

Correen Oestreich
Technology Advisor
920.687.3740
correen.oestreich@marconet.com

A handwritten signature in black ink that reads "Ann McCann".

Ann McCann
V.P. of IT Sales
800.847.3098 x1513
annm@marconet.com



Powering connections

Why Mitel with Marco?
Simple. Secure. Better.

WHY MITEL WITH MARCO

Marco has over 38 years of history and success with Mitel and is currently the #1 Mitel Independent Partner in the US and is in the top 10 in the world for Mitel customer satisfaction.

- Integrated solutions model for voice, data, video and print
- Providing VoIP and Cloud solutions
- Dedicated account team
- Marco employees handle your account for implementation, service and support
- Certified project managers and trainers on staff
- Meeting and exceeding your expectations, that is how we define satisfaction. Our customers are testimonials to that!
- Over 3,000 IP systems installed and supported

WHY MITEL WITH MARCO

Highest Mitel Partner Performance Index Rating

- 30 Certified Professionals
- 400+ Certifications
- Testing of Software and Improvement Input
- Implementation and Service Support and Knowledge

Mitel Operational Circle of Excellence

- Demonstrate excellent ability to support and install their end customer solutions independently

Current Mitel Awards and Recognition

- 2023 Top Government Partner in the U.S.
- 2023 Technical Excellence Partner
- 2022 Top US Partner in the U.S.
- 2022 Top Government Partner in the U.S.
- 2022 Mitel's Top Software Assurance Partner in the U.S.
- 2021 Top Contact Center Partner in the U.S.
- 2021 Top Government Partner in the U.S.
- 2021 Mitel's Top Software Assurance Partner in the United States



MARCO'S MITEL TEAM



Project Management and System Implementation



System Planning, Design and Programming



Administration and End User Training



Advanced Contact Center Solution Design and Support



System Service and Support

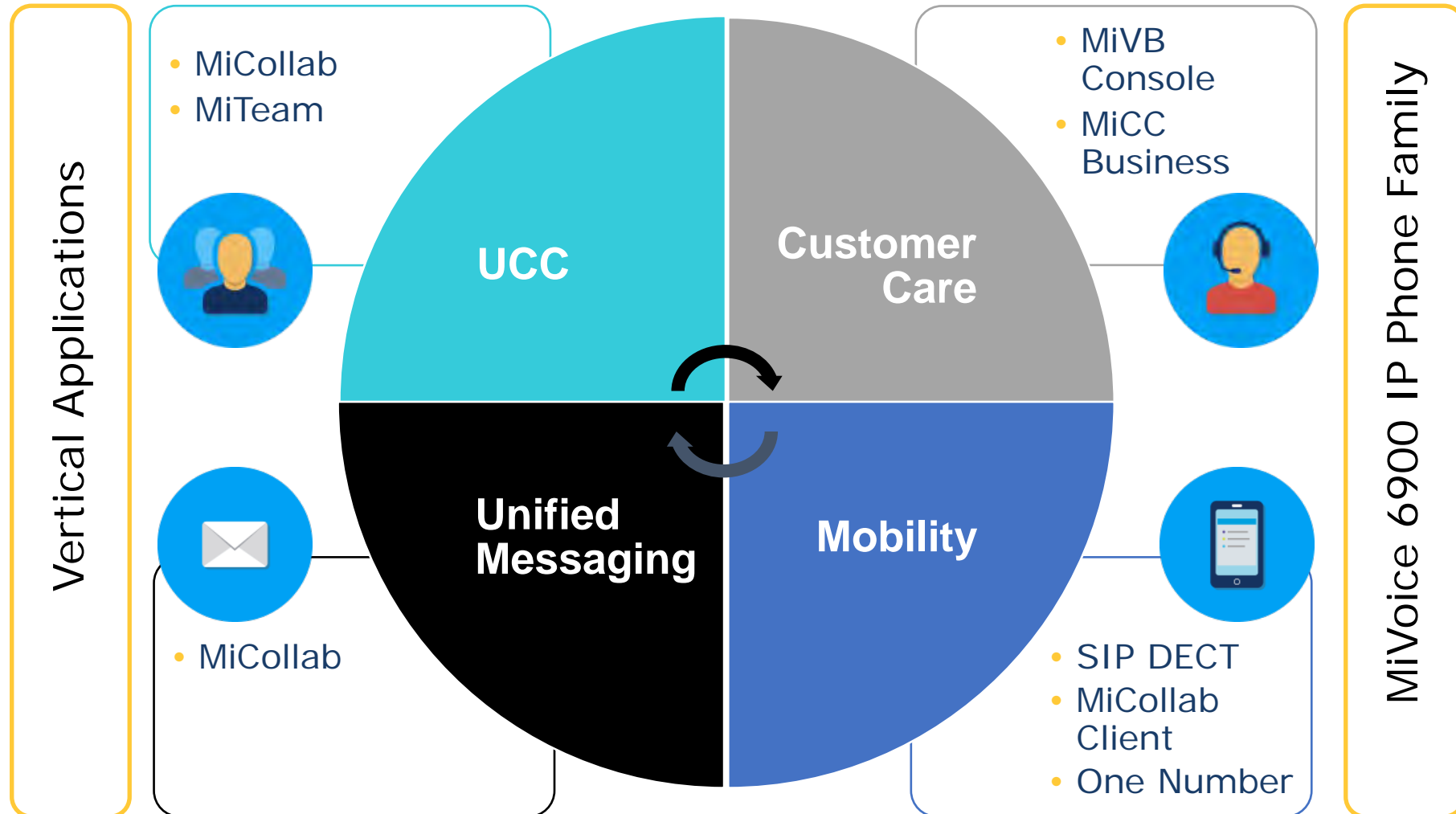


Software and Hardware Upgrades

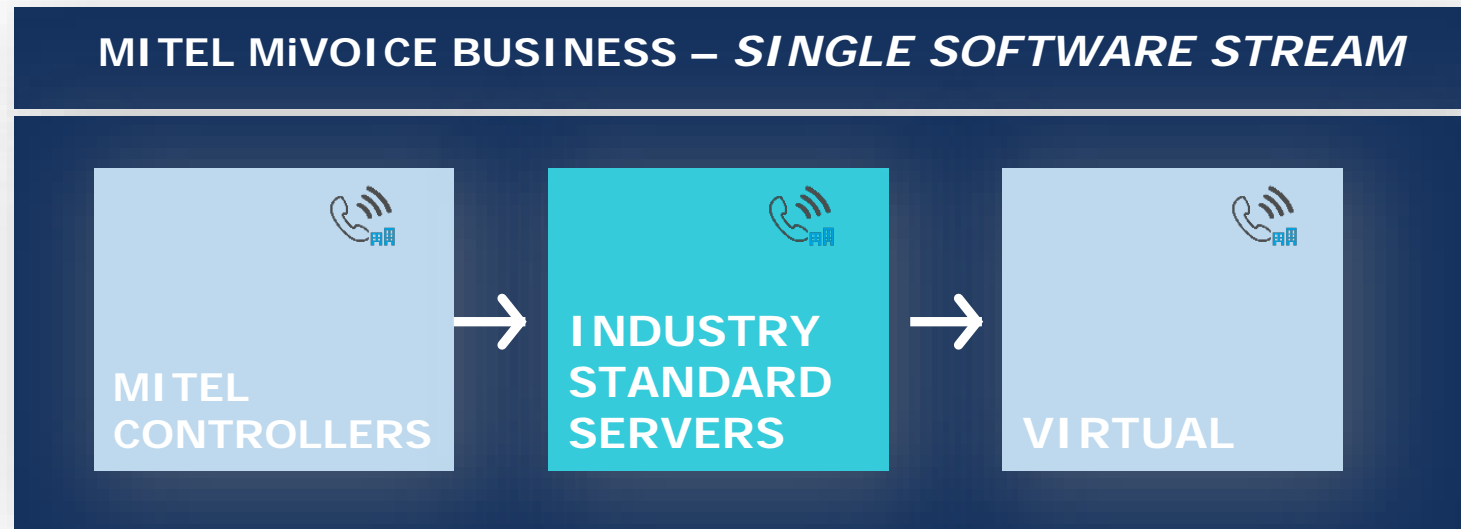


MAC Work - Moves Adds and Changes

MiVOICE BUSINESS



MITEL MiVOICE BUSINESS



- Purpose Built Hardware: optimized hardware for TDM and IP access and service
- Industry Standard Servers: for enhanced data center fit, including HA servers
- Virtual Appliance

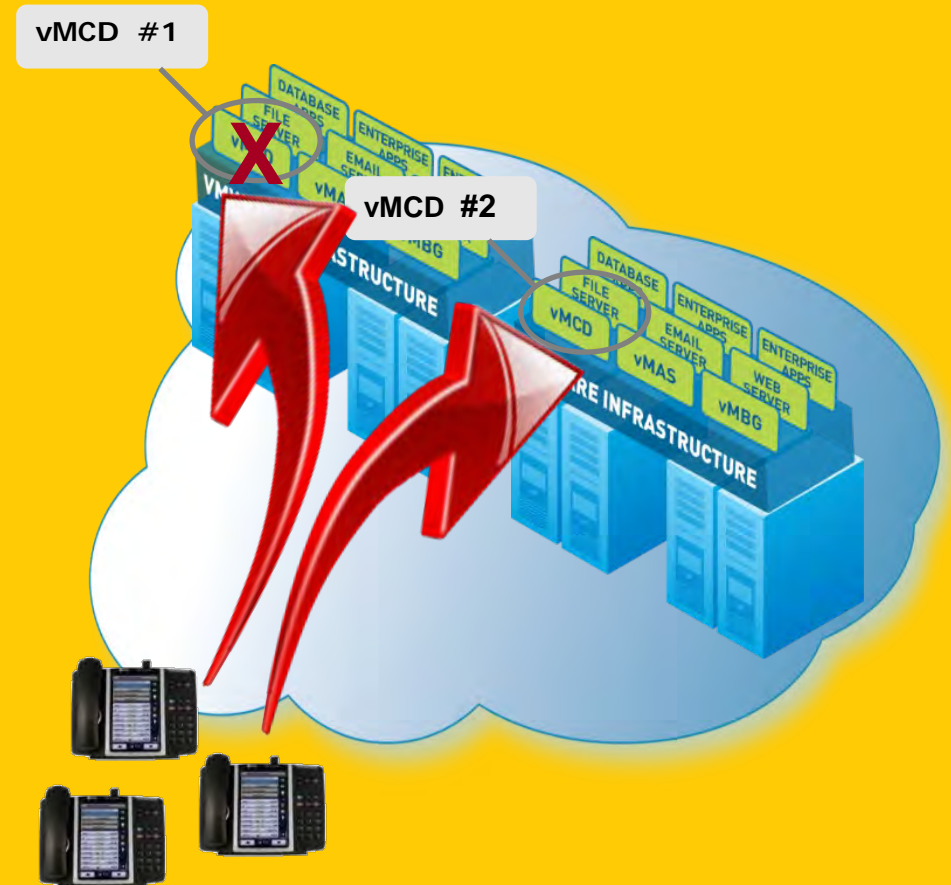
MITEL MiVOICE BUSINESS – VIRTUALIZATION



MITEL MiVOICE BUSINESS – RESILIENCY

- vMCD #1 running on Server 1
- vMCD #2 running on Server 2
- IP Phones registered to vMCD #1
- vMCD #1 goes down, server failure
- IP Phones immediately failover to vMCD #2 with MCD resiliency
- vCenter HA restarts vMCD #1
- IP Phones failback to vMCD #1

Calls in Progress Preserved



THE MITEL 6900 SERIES



6905

Common Area



6910

Entry Level GigE



6915

Entry Level Color GigE



6920w

Entry-level Color GigE

1. 6920w Wi-Fi
2. 6920t Antimicrobial



6930w

Mid-range Color GigE

1. 6930w Wi-Fi
2. 6930t/Lt Antimicrobial
3. 6930L Lite - no BT



6940w

Executive Color GigE

1. 6940w Wi-Fi



6970

Audio Conference Phone

M695 Expansion
Module



S720 Bluetooth
Speakerphone



Bluetooth
Cordless
Handset



6900t Handset
Antimicrobial



Integrated
DECT Headset



WLAN Adapter



Wall
Mount



6970 Extension
Microphone



The Modern Desktop Family For Today's
World

MOBILE INTEGRATION

MOBILELINK

- Mobile Phone + Desk Phone
- Two completely independent communication devices



Mitel is bridging the gap with 6900 MobileLink capability:

- No need to touch mobile while in your office - manage both IP & Cell Network calls from desk phone
- Leverage desk phone's exceptional audio quality and comfortable ergonomics for Mobile calls
- Seamlessly move Cell Network call audio from mobile to desk phone and back again
- Automatically sync mobile contacts with desk phone – same contacts on both

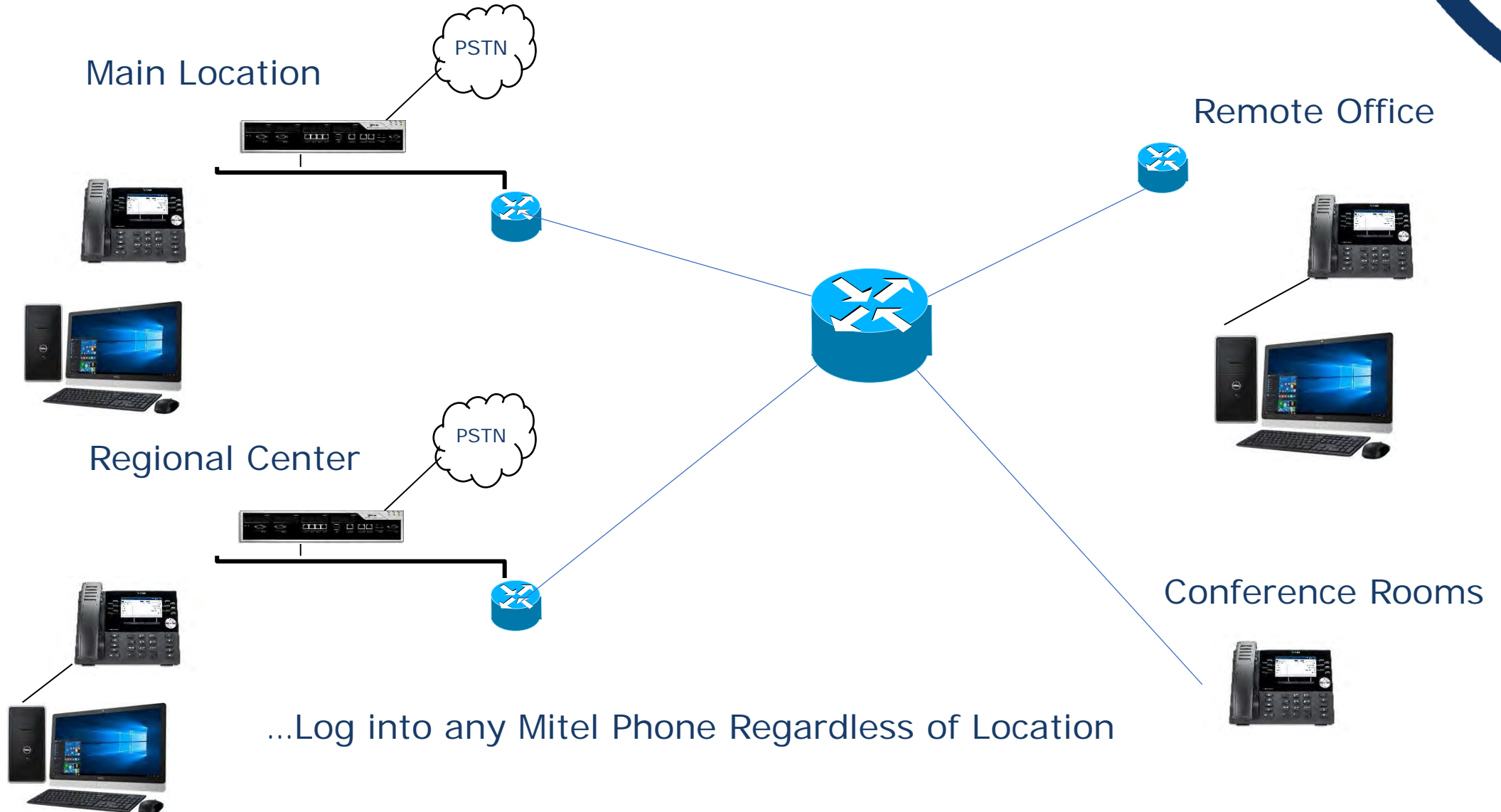
MITEL UC APPLICATIONS

- Twinning/Mobility
- Hotdesking
- Live Chat
- Conference/Collaboration
- Unified Messaging

TWINNING / MOBILITY

- One Number, One Reach, One Voicemail: Simple and Easy to Use
- Office Extension Rings Your Personal Mobile Device
 - Ability to use twinned phone like your office phone – Hold, Transfer, Conference and Hand off
- Easy call handoff:
 - Mobile to Desktop > Desktop to Mobile
- “Anything that rings”
 - Works with any mobile phone
 - Any service provider
 - Even regular home phones or residential IP phones

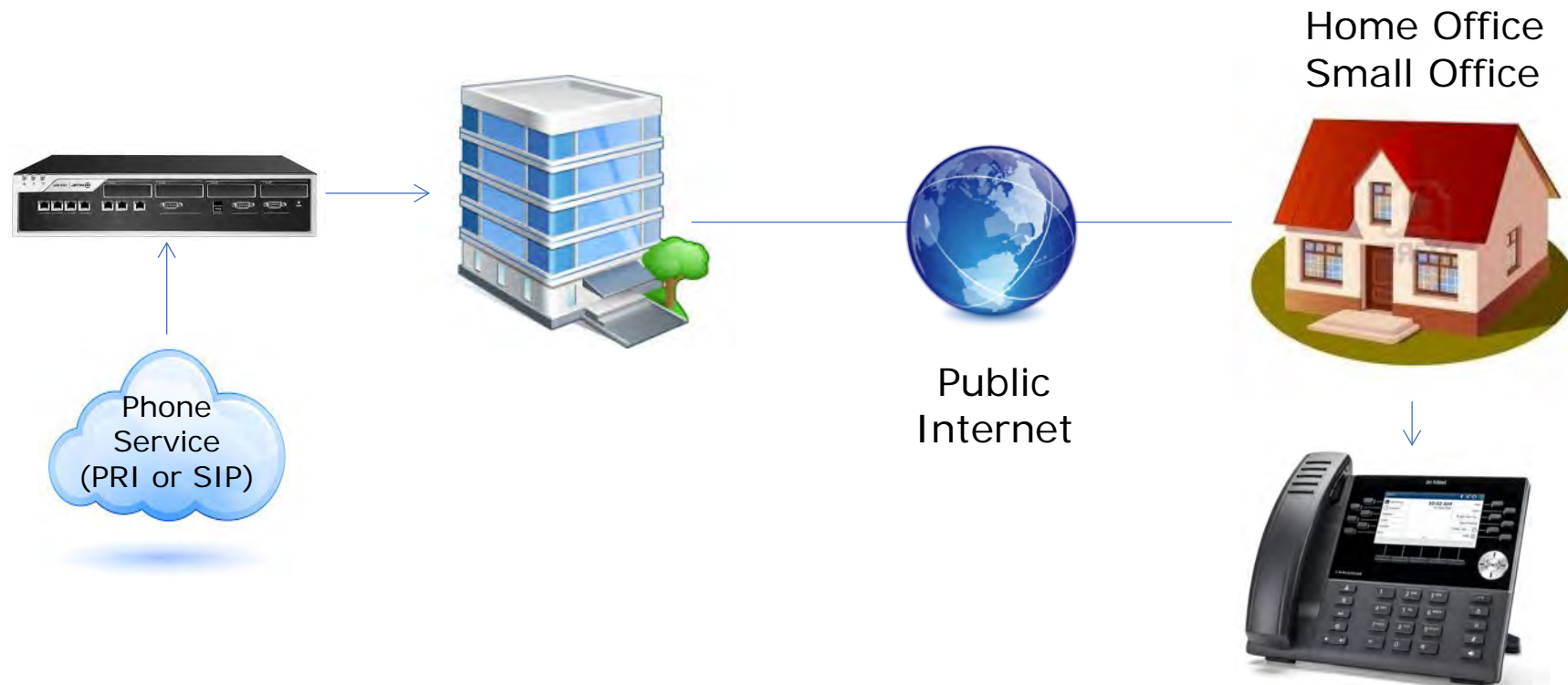
HOTDESK



TELEWORKER

LOGIN ANYWHERE WITH BROADBAND

- No VPN or specialized equipment
- Full functionality as if you were in the office



MiCOLLAB

CREATING A COLLABORATIVE ENTERPRISE

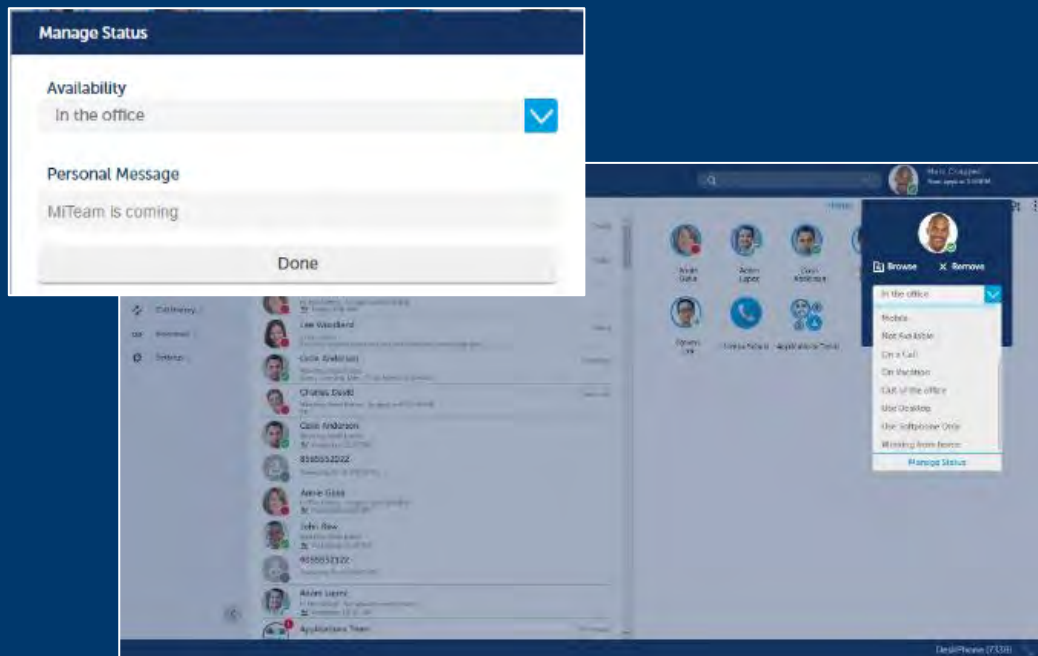
Single point of access for:

- Presence information
- Instant Messaging
- Dynamic Status
- Corporate Directory Access
- Click –to-Call
- Call History
- Visual Voice Mail
- Collaboration
- Softphone
- Point-to-Point Video
- Mobile Client



CONNECT • COMMUNICATE • COLLABORATE

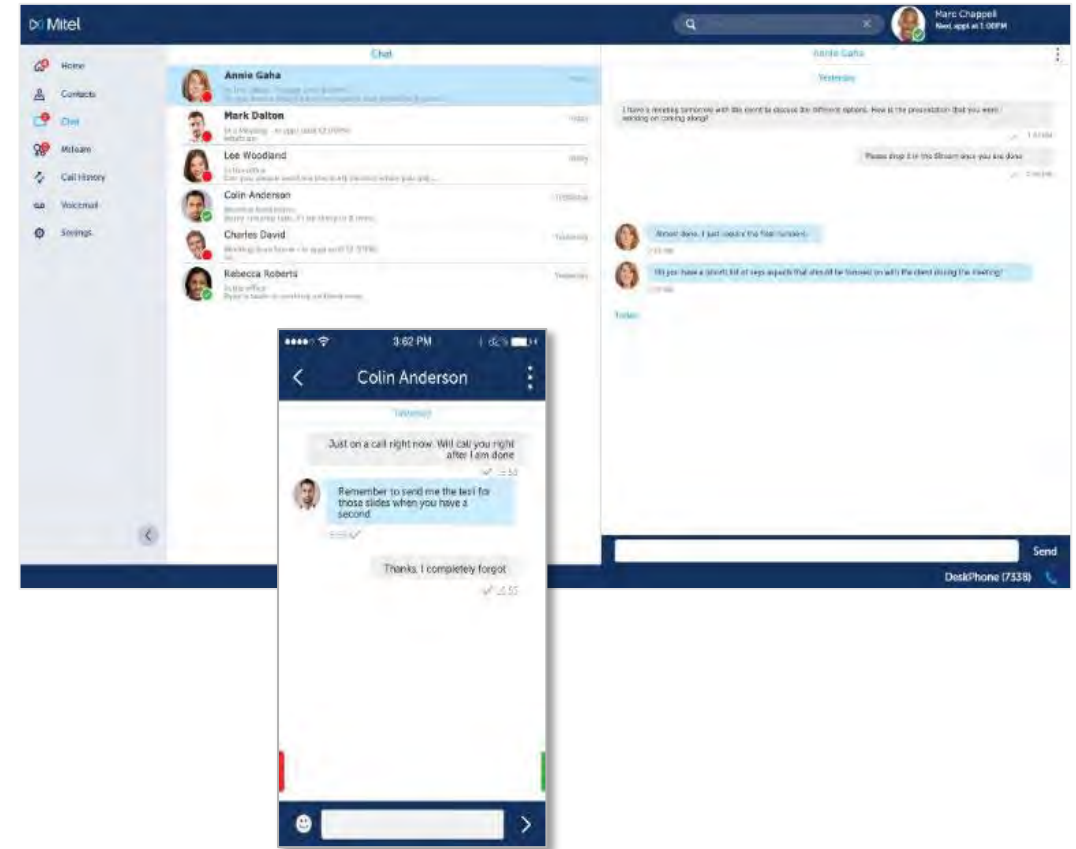
MiCOLLAB DYNAMIC STATUS



- Easy to Manage UC preferences and interaction routing
 - Presence
 - Call routing
 - Calling availability
 - Advisory messages
- Easily update status on the move
 - Desktop client
 - Web portal
 - Mobile client
 - Automatically based on calendar availability

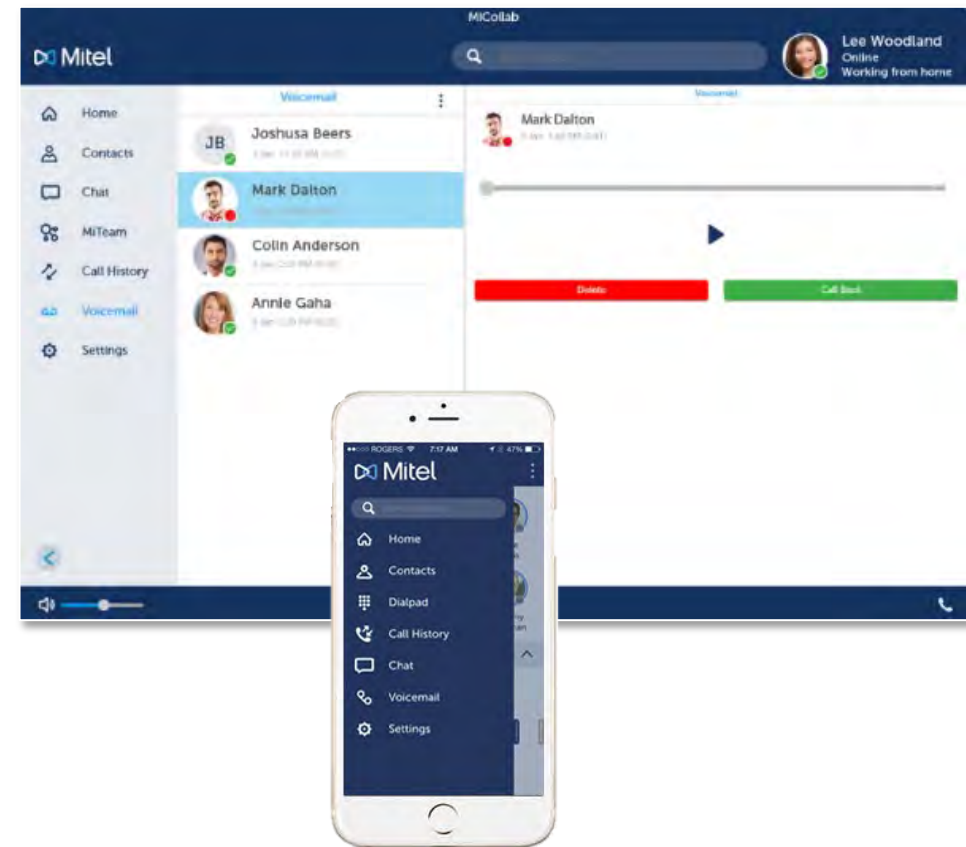
MiCOLLAB INSTANT MESSAGING

- Secure Instant Messaging (IM) providing a non-intrusive way to connect
 - Multi-user chat
 - Chat logging
- Intuitive interface includes
 - Far-end typing
 - Emoticons
 - Display picture

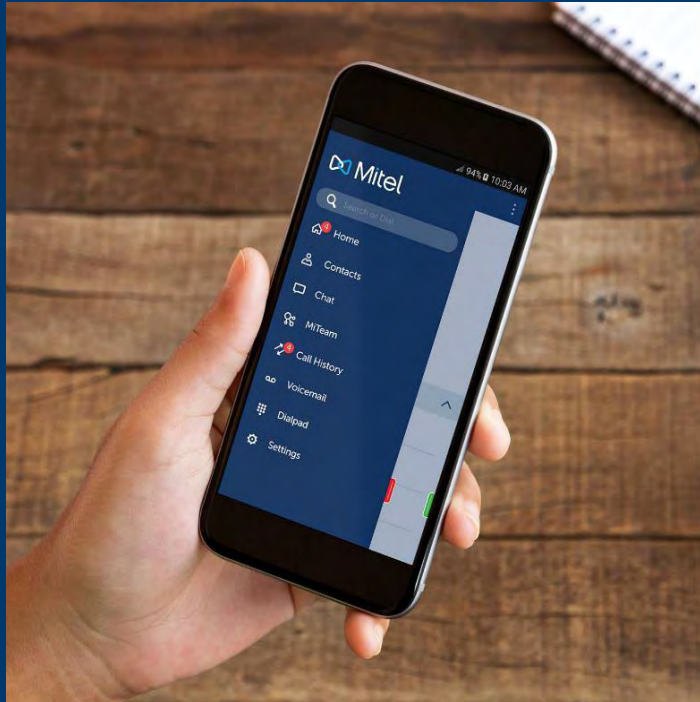


MICOLLAB VISUAL VOICEMAIL

- Integrated within client
- Desktop, mobile and web clients
- Capabilities:
 - View voice mail details (caller ID, time, duration)
 - View presence information of internal callers
 - Click to call, instant message, email, or conference
 - Play & delete voice messages



MiCOLLAB MOBILE CLIENT

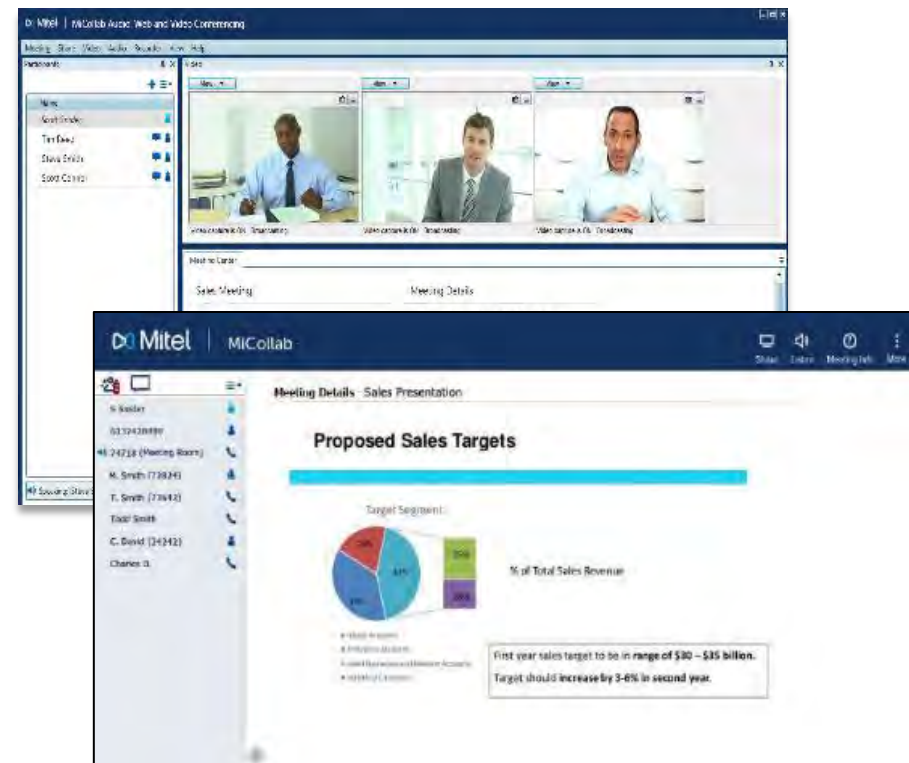


- Access to core UC features anywhere, anytime:
 - Instant Messaging
 - Visual Voicemail
 - Access to Corporate Directory information
 - Mobile Video H.264 (Android & iOS)
 - Move Calls between Desktop, Cell and SIP Mobile Softphone
 - Synchronized VIP entries
- Support for SIP softphone for Wi-Fi calling
 - Provides dynamic presence information while mobile
 - Android, iOS

MiCOLLAB

AUDIO, WEB AND VIDEO CONFERENCING

- Comprehensive audio, video, and web collaboration services
 - Scheduled or on-the-fly conferences
 - Flexible user-interface
 - Easy desktop and application sharing
 - Multi-point video collaboration
 - Web-based collaboration viewer
- Large-scale multi-party collaboration
 - Interact with colleagues, clients, & partners – up to 300 participants in a single conference
 - Select multiple users
 - from contacts list for conference
 - Email external participants for access



TEAMS INTEGRATION

Integrations	MiVoice Business
Direct Routing (SBC-SBC) MSA Certified Session Border Controller	✓
Hotkey Dialing Select a phone number in MS Teams and use the hotkey combination to initiate a call	✓
Call2Teams (3rd Party) Integrates any Mitel phone system with Office 365 enabling the Calls feature within Microsoft Teams.	✓
Web Dialer / Extension Within the MS Teams web user interface, you can click to dial a number.	✓
Mitel Assistant Download the Mitel Assistant in the MS Teams store to launch MiTeam Meetings	✓

Direct Routing

Direct Routing - Mitel, MS Teams and AudioCodes

Connect *complete* Mitel telephony infrastructure to Microsoft Teams with a certified Session Border Controller.

With Session Border Controller (SBC)

- AudioCodes Mediant
- Virtual Edition (VE) 7.20A.252.011

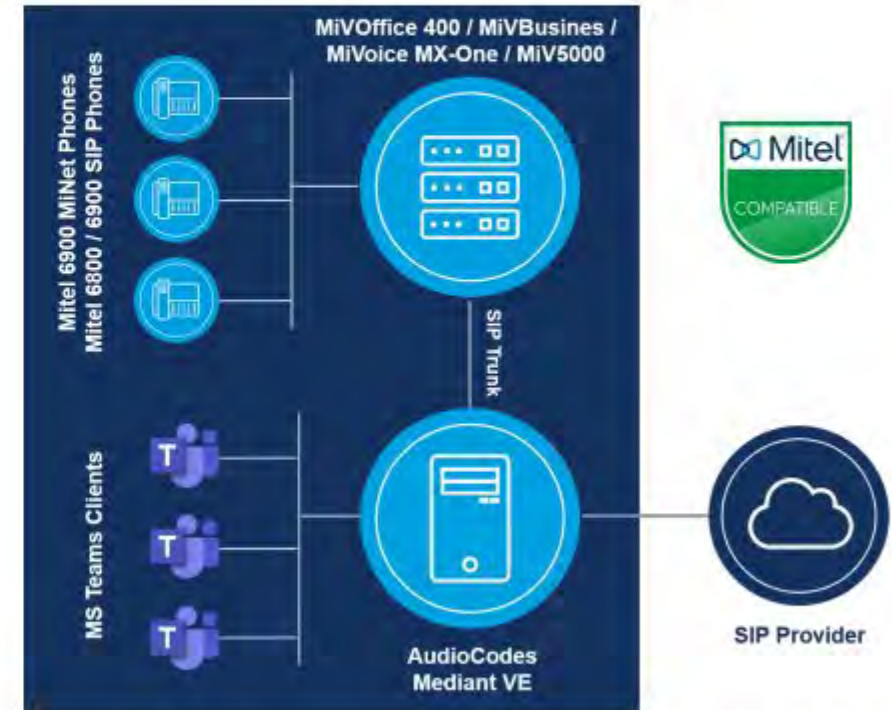
Option:

- SIP-trunk connection between MiVoice PBX via SBC* to MS Teams
- Routing plan configured in PBX
- Full telephony integration in MS Teams including dialing from contact cards, escalate from chat etc.

No Mitel software or apps involved; customer keeps full control of PTSN and billing

Limitations:

- Full Microsoft licenses needed
- Certified SBC needed



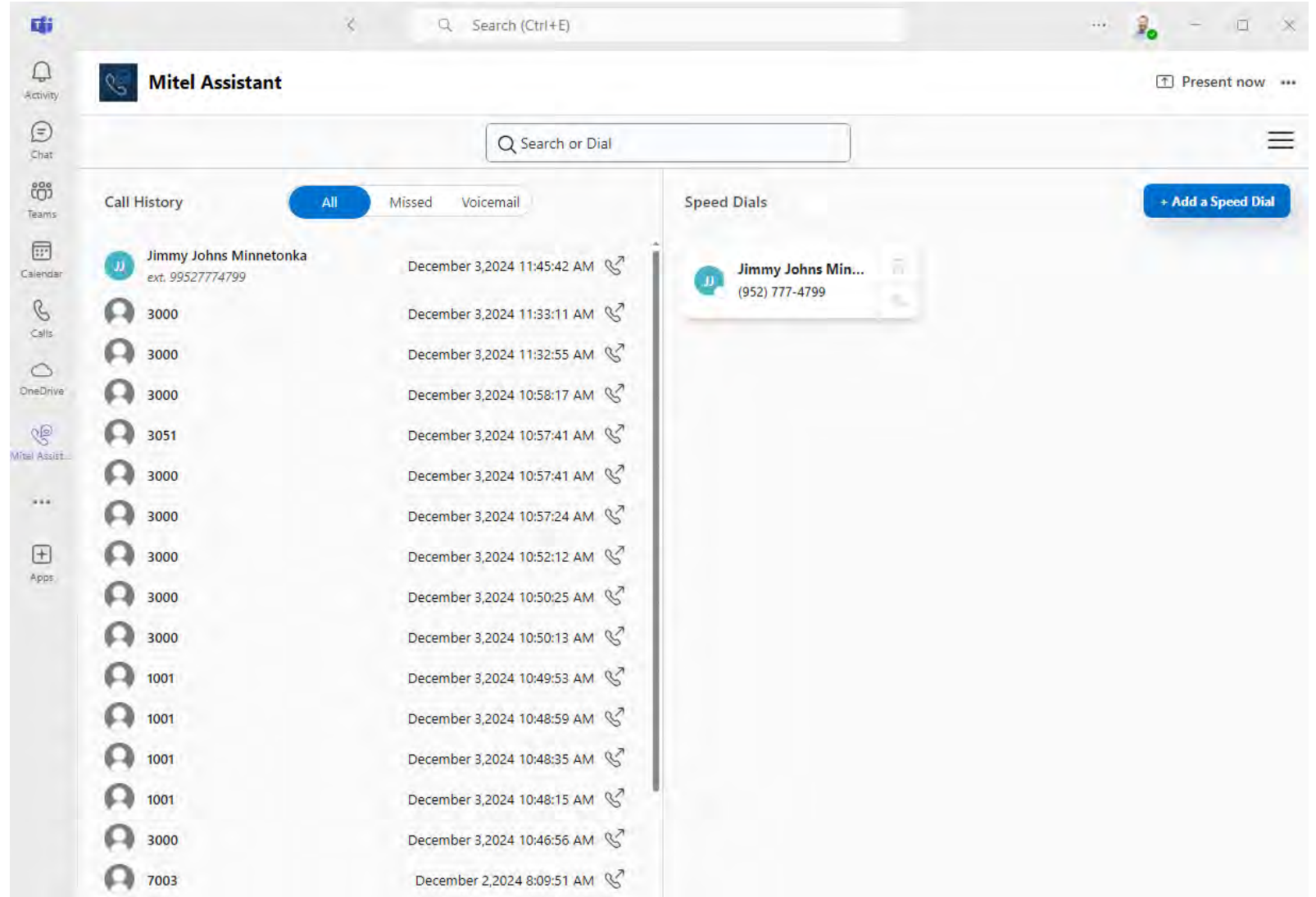
*Direct Routing certifications have been performed using the AudioCodes Mediant SBC (common firmware/support for Mediant 500L/500/800/1000/ CloudBond 365)



MITEL ASSISTANT

Mitel Assistant

- Gives the user access to:
 - Office365 and Personal Contacts
 - Speed dials
 - MS Teams presence
 - Initiate calls



Telephony Only Client – In Call

- Call Floater

- Mute
- Drop call
- Expand

The screenshot displays the Mitel Assistant web application interface. On the left is a vertical sidebar with icons for Activity, Chat, Teams, Calendar, Calls, OneDrive, and Mitel Assistant. The main content area is divided into two panels. The left panel, titled 'Call History', has tabs for 'All', 'Missed', and 'Voicemail'. It lists recent calls with contact names, extensions, and timestamps. The right panel, titled 'Speed Dials', features a search bar and a '+ Add a Speed Dial' button. A speed dial card for 'Jimmy Johns Min...' is visible. In the bottom right corner, a 'MiCollab' window shows a video call with 'Correen Oestreich' and a timer at 00:05.

Contact	Extension	Timestamp
Jimmy Johns Minnetonka	ext. 99527774799	December 3, 2024 11:45:42 AM
3000		December 3, 2024 11:33:11 AM
3000		December 3, 2024 11:32:55 AM
3000		December 3, 2024 10:58:17 AM
3051		December 3, 2024 10:57:41 AM
3000		December 3, 2024 10:57:41 AM
3000		December 3, 2024 10:57:24 AM
3000		December 3, 2024 10:52:12 AM
3000		December 3, 2024 10:50:25 AM
3000		December 3, 2024 10:50:13 AM
1001		December 3, 2024 10:49:53 AM
1001		December 3, 2024 10:48:59 AM
1001		December 3, 2024 10:48:35 AM
1001		December 3, 2024 10:48:15 AM
3000		December 3, 2024 10:46:56 AM
7003		December 2, 2024 8:09:51 AM

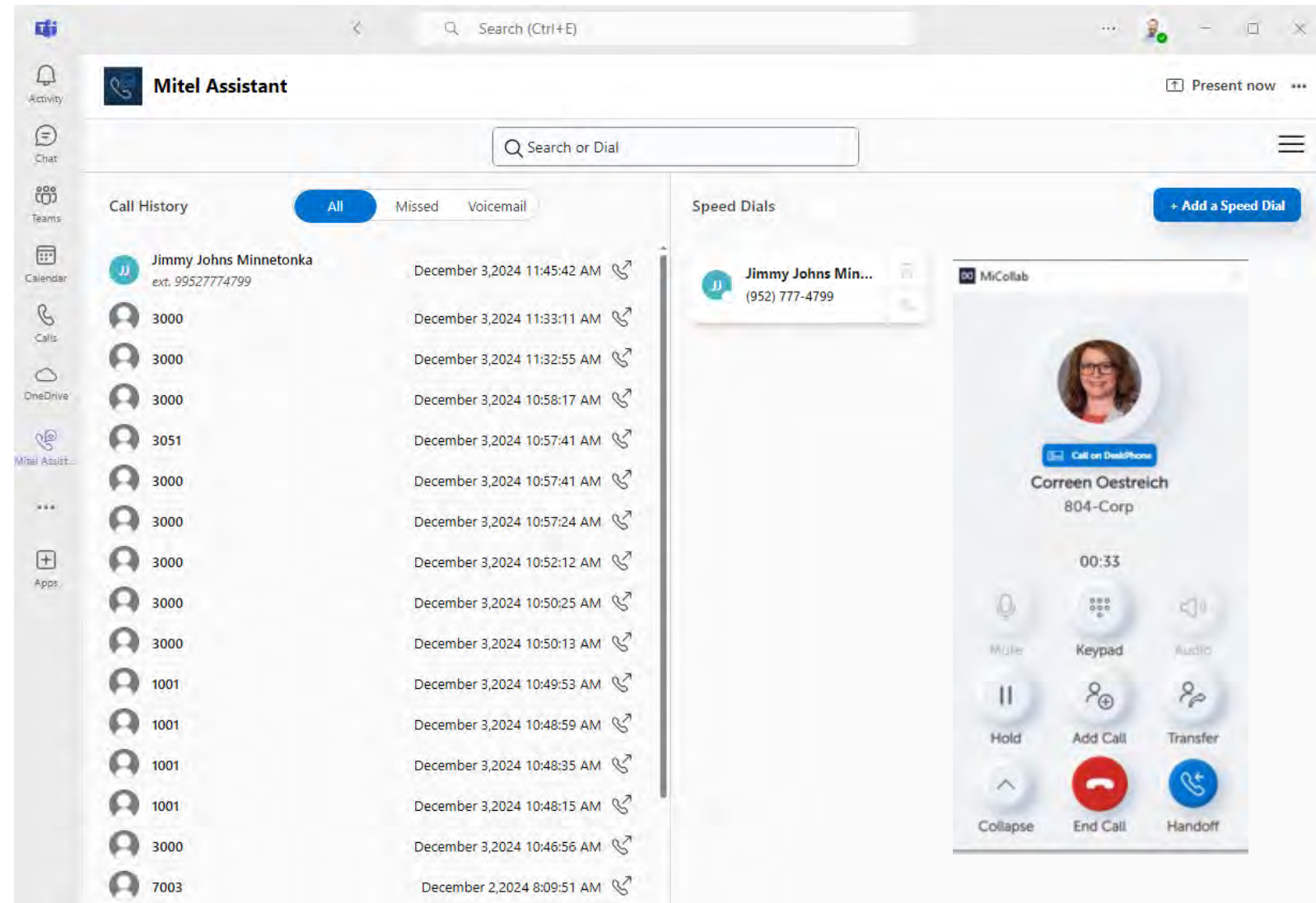


Telephony Only Client – In call (expanded view)

Mid-call Floater

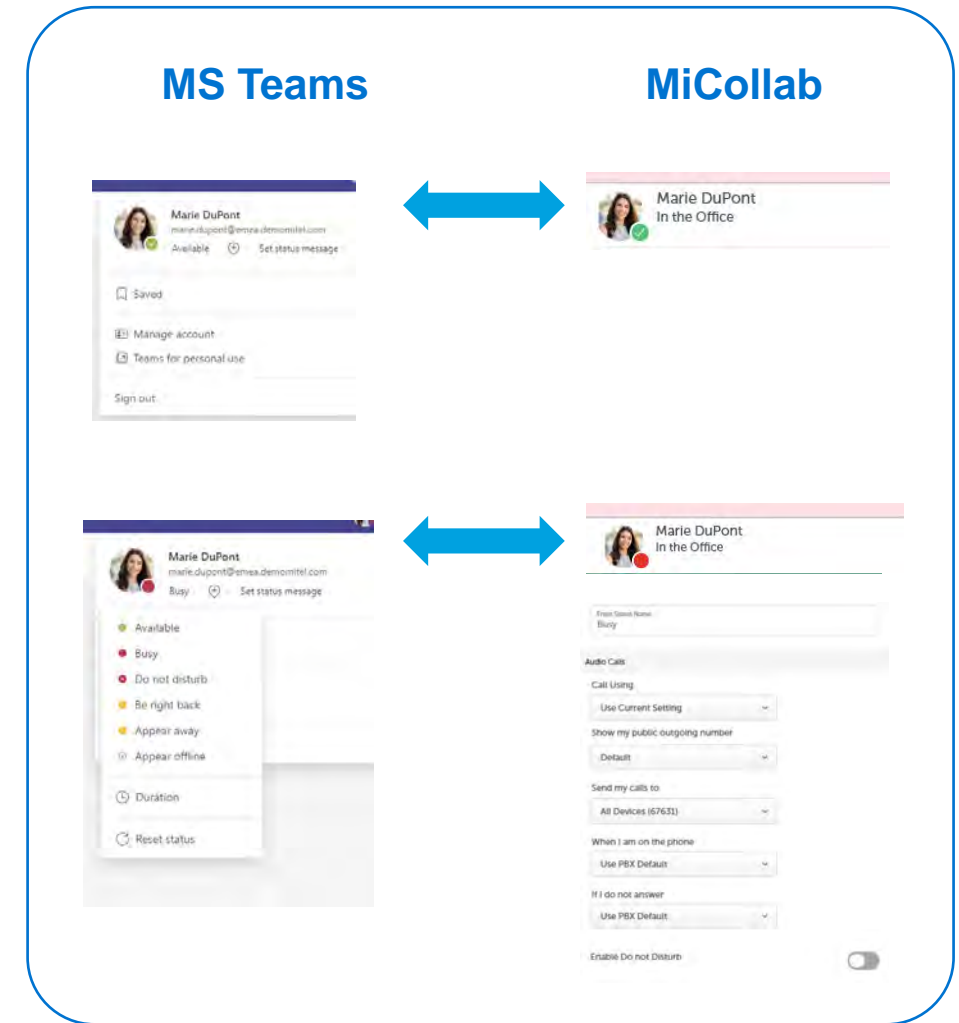
- Features:

- Keypad
- Mute
- Hold
- Transfer
- Conference
- Drop call



Bidirectional status sync between MiCollab and Microsoft Teams*

- ✓ Users control their personal status using the Microsoft Teams interface, and MiCollab shares that status with MiCollab users
- ✓ Users manage call routing for Microsoft Teams status values, enabling them to...
 - ✓ Not receive phone calls on the Mitel phones when they are busy in Microsoft Teams
 - ✓ Choose which status values divert/allow calls
- ✓ When a user is busy in a Microsoft Teams call or meeting, status gets reflected in Mitel's platform.



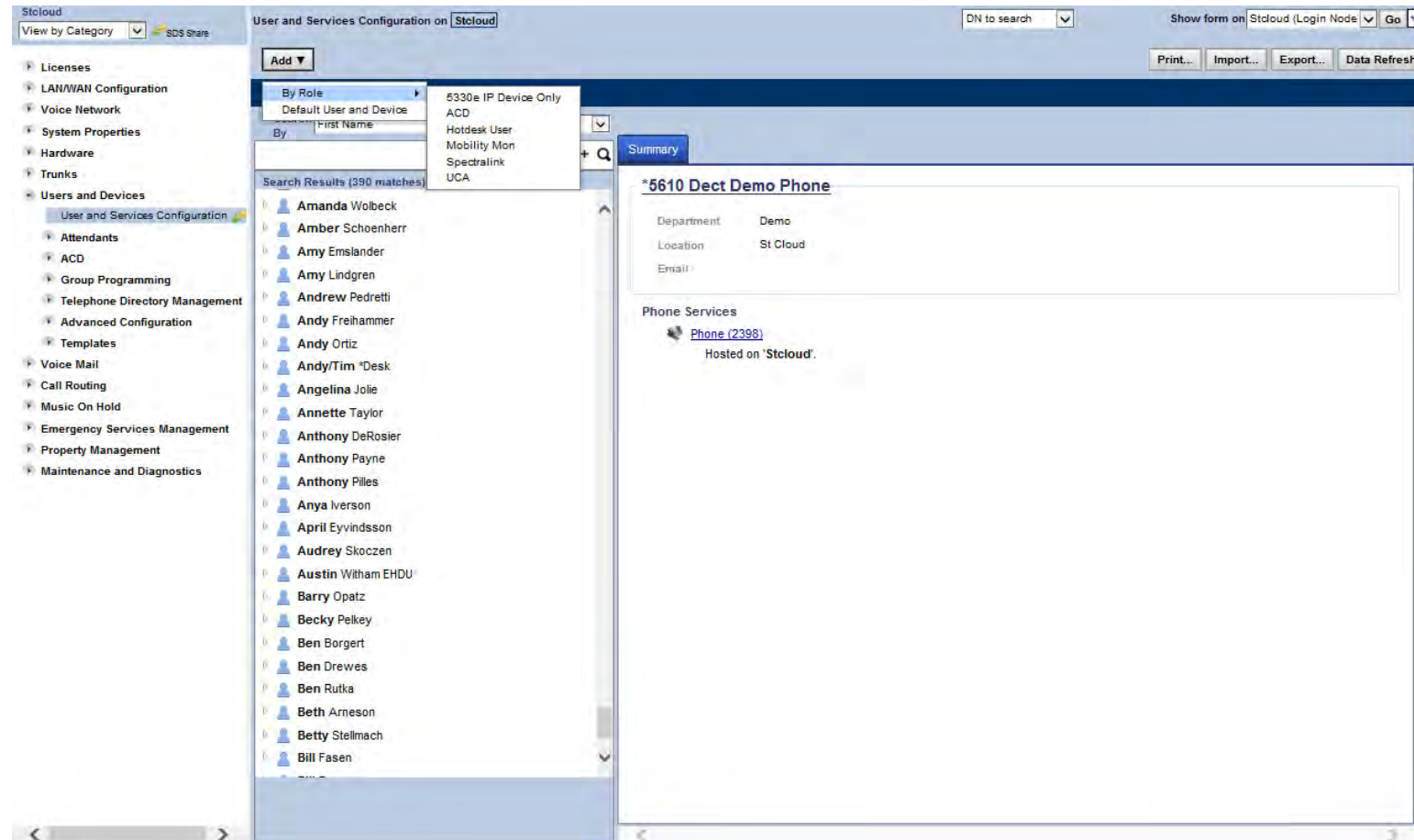
Full synchronization of MS Teams User status with MiCollab

LICENSING

- Simple Provisioning
- Licenses



MITEL MiVOICE BUSINESS – SIMPLE PROVISIONING



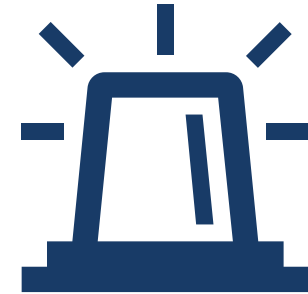
UCC LICENSING

Perpetual Licenses (CapEx)

	IP User	UCC Entry	UCC Standard
Users & Devices			
User License	✓	✓	✓
Extensions/Devices	1	8	8
Basic Web Client	✓	✓	✓
Voicemail / Unified Messaging / Auto-Attendant			
Voicemail	-	✓	✓
Intelligent auto-attendant	-	✓	✓
Unified Messaging	-	✓	✓
Unified Communications & Collaboration			
PC/Web Client	-	✓	✓
Simultaneous Ringing / Group Presence / Call Handoff	-	✓	✓
Chat	-	✓	✓
Calendar Integration	-	✓	✓
Microsoft <u>Teams™</u> Integration	-	✓	✓
3rd Party Video Conferencing Integration	-	✓	✓
Desktop SIP Softphone	-	✓	✓
Mobile SIP Softphone	-	-	✓
Mobile Collaboration Client	-	-	✓
SMS Messaging	-	-	✓
Virtual Desktop (VDI)	-	-	✓
3rd Party App Integration (OIG)	-	-	✓

E911

- Kari's Law
- Ray Baum's Act





KARI'S LAW

- February 2020
- Outgoing 911 calls connect directly to emergency services without local interference, while also
- Notifying onsite personnel that a 911 call was made.

RAY BAUM'S ACT

- Requires the FCC to conclude a proceeding to adopt rules to ensure that a "dispatchable location" is conveyed with 911 calls regardless of the technological platform used.
- FCC 19-76 lays out new "dispatchable location" rules for which the compliance dates are January 6, 2021 for on-premise fixed devices, January 6, 2022 for on-premise non-fixed devices, and January 6, 2022 for off-premise devices.

MARCO'S IMPLEMENTATION, TRAINING AND SUPPORT

IMPLEMENTATION

LIFECYCLE MANAGEMENT

- Scope of Work
- Design Documentation
- Adoption Services



TRAINING

- Separate end user and admin training
- Small class sizes
- Application based
- Department and skills based
- Customized training guides
- Training videos accessible for download and instant viewing
 - YouTube Page
 - Mitel 6900 Series Phone Training Video
 - Web Base Interactive Feature Teacher
- Trainers are part of your implementation team



MARCO MANAGED VOICE SERVICES (MMV)

- Marco Support Desk: Access to a depth of Mitel technical expertise
 - Emergency Two Hour Response
 - Expedited Parts and Labor Support
 - Software Upgrades and Updates
 - Remote Moves, Adds and Changes
 - Mitel Software Assurance
- Mitel Software Assurance
 - Access to new software releases for enhanced functionality
 - Access to software updates for patches and fixes
- Free Online and End User Training

8x5 and 24x7 Options



MARCO MANAGED VOICE SERVICES (MMV)

CLIENT SERVICE EXPERIENCE



- Service Requests:
 - Phone, email or online
 - Monday through Friday
 - Remote and On-site: 8:00 a.m. – 5:00 p.m. CST
 - Option for 24x7 escalations
 - Online client web portal: www.marconet.com/support
- Support Desk:
 - Certified Mitel engineers dedicated to support desk
- Service Metrics:
 - Measured and displayed in real-time
 - 15,000 calls per month
 - 98% live call answer rate
 - 97% remote remediation rate
 - Tiered service and support



PROJECT RESOURCES AND SUPPORT SERVICES

- a. Dedicated Support Team
- b. Voice Support Services

DEDICATED SUPPORT TEAM

Marco Technologies, LLC

6605 University Ave Suite 102
Middleton, WI 53562
608.535.5595



Correen Oestreich | Technology Advisor

920.687.3740

correen.oestreich@marconet.com

- Industry Experience Since 1998
- B.S. in Business Administration



Jeremy Ryan | Sales Manager

608.535.5595 x7611

Jeremy.l.ryan@marconet.com

- Industry Experience Since 2003
- B.A. in Business Management



Ann McCann | Vice President of IT Sales

608.535.5595 x3096

annm@marconet.com

- Industry Experience Since 1996
- B.A. in Business Management and B.S. in Marketing



Chris Darr | General Manager

608.535.5595 x8471

chris.darr@marconet.com

- Industry Experience Since 2003
- Experience: Sales Management and Channel Management Leadership
- Certified: Cisco Sales Expert – CSE 6.0



Gaila Hayes | Customer Experience Manager

815.962.4990 x1533

gaila.hayes@marconet.com

- Industry Experience Since 2008
- B.S. in Business Administration
- Experience: Project Management, Process Management, Carrier Services, Voice and Data Implementation, Human Resources, Client Engagement, and Customer Experience
- Focus in Project Management



Chris LaMont | Solutions Engineer

608.535.5595

chris.lamont@marconet.com

- Industry Experience Since 2005
- A.A.S. in Telecommunications
- Experience: Routing and switching, SIP, VMWare, Microsoft Office 365, PSTN number porting, low voltage cabling infrastructure
- Certified: Mitel MiVoice Business, MiContact Center Business, Mitel Interaction Recording, MiCollab, MiVoice Call Recording, MiVoice Office 250, MiVoice Border Gateway, Mitel Standard Linux, Mitel Performance Analytics, Mitel Open Integration Gateway



Rick Reinholz | Service Manager

608.535.5595 x4736

rick.reinholz@marconet.com

- Industry Experience Since 1989



Zach Alexander | Service Manager

608.535.5595 x4736

zach.p.alexander@marconet.com

- Industry Experience Since 2015



Dustin Bonn | Vice President of IT Operations

608.535.5595 x2016

dustin.bonn@marconet.com

- Industry Experience Since 2012
- B.A. in Banking and Financial Services
- Experience: Sales, Managed Services and Solutions Engineering Leadership
- Certified: Cybersecurity Fundamentals (ConnectWise)

*Additional resources from our Project Management Team, Security Team, and Certified Solutions/Systems Engineers are available and can be engaged upon contract award. However, we wanted to take this opportunity to introduce you to your designated, dedicated support team above, ensuring seamless implementation and tailored support throughout the project.

Voice Support Services

Simple.
Secure.
Better.



VOICE SUPPORT SERVICES

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1. VOICE COLLABORATION SOLUTIONS

Since 1985, Marco has been a leading provider of voice systems, recognized for our excellence and elite status in the industry. Our strong partnerships with top vendors ensure delivery of the best solution tailored to specific needs.

Marco will work with you to find the best solution for your needs—from a complete phone system to unified communications. Our team of certified professionals will help maintain your solutions for high reliability and keep your software within manufacturer support. Personalized Statements of Work and project management strategies are offered to achieve your business goals.

2. DEDICATED SUPPORT TEAM

The following comprehensive team of experts is dedicated to providing a migration and management strategy for your Voice services:

Technology Advisor	Single point of contact dedicated to your account, provides strategic planning for your technology goals, assist with technology road-map planning
Customer Success Manager	Interacts with technology advisor and customers to solve business needs and recommend solutions; qualifies and scopes sales opportunities; works with technical escalation point for sales support team; facilitates Client Business Reviews
Sales Manager	Escalation contact for sales-related issues
Consulting Systems Engineer	Offers expert recommendations on the best products and solutions to fit customers' needs; qualifies and scopes sales opportunities, facilitates quality transactions of all products and solutions, develops templates for quote creation
Project Manager	Creates timelines, coordinates voice implementation services, helps define call centers and call flows, remediates communication concerns, schedules time to discuss Managed Voice services, onboards customers to Support Desk, assists with post-project follow-up, etc.
Service Manager	Point of escalation for any general project or service concerns
Voice Support Desk	Fields voice-related service calls, available to remediate any service issues or handle general questions or concerns, receives system alerts and triages alerts as needed, works remotely to remediate and resolve the issue
Voice Support Desk Supervisor	First line of escalation for all Marco Managed Voice service concerns, prioritizes service tickets, monitors service team duties, etc.
Director of IT Service	Manages and escalates all pricing, support, post and pre-sales issues, as well as maintaining the day to day manufacturer-customer relationship

A. Support Desk

As an optional solution, you can receive expert support from both hardware and network technicians through a live-call answer. Marco's support team consists of technicians who work remotely on client networks. If a service request requires escalation, the support team receives help from Marco's service managers.

B. Certified Systems Engineers and Technical Representatives

Marco has over 650 factory-trained, certified systems engineers and technical representatives who go on-site to serve communities throughout the upper Midwest and East Coast. Marco has built solid relationships with its vendors over the past 51 years. We have the product experience, technical expertise and staff to provide the best solution and a successful implementation with ongoing service/maintenance.

Cisco Certifications:

- Cisco CCIE Collaboration
- Cisco CCNP Collaboration
- Cisco CCNA Collaboration
- Cisco UCCX Certified
- Cisco Master Collaboration Specialization
- Cisco Webex Contact Center Specialization
- Cisco Collaboration SaaS Specialization

Our certified systems engineers have earned the top Cisco certifications.

Mitel Certifications:

- MiVoice Business, MiVoice Office
- MiCollab, Mitel Phone Manager
- MiContact Center, Call Recording

3. MANUFACTURER PARTNERSHIPS/CERTIFICATIONS

Our industry-leading manufacturer partners share our commitment to helping our customers connect the right technology to achieve their business goals and exceed their expectations. We maintain the highest levels of professional certifications on the most current technologies. Some of our key partnerships and certifications include the following:

Cisco

We are a **Cisco Master Collaboration Specialization Partner** and **Cisco Gold Certified Partner** – an elite national group in our industry and it validates our expertise and capabilities in all the markets Cisco serves.

Marco will work with you to find the best solution for your needs—from a complete phone system to unified communications. We offer personalized Statements of Work and project management strategies to achieve your business goals.



Additional Cisco Professional Certifications:

- Cisco Meraki Network Associates (CMNA)
- Cisco Fire Jumper Certified Systems Engineers
- Cisco Certified Systems Engineers
- Cisco Certified Network Associates (CCNA)



- Cisco Certified Design Associates (CCDA)
- Cisco Certified Design Professionals (CCDP)
- Cisco Certified Internetwork Expert (CCIE)
- Cisco Certified Network Professionals (CCNP)
- Cisco Gold Partner
- Cisco Specialized VPN/Security Partner

Mitel

Marco is the #1 Mitel independent partner in the country and is in the top 10 worldwide for Mitel customer satisfaction. Marco has earned the Mitel Platinum Partner status, and we are recognized repeatedly for our Mitel call center expertise.

Our recognitions with Mitel include:

- Top Contact Center Partner in the United States
- North Central Region Partner of the Year
- Top Software Assurance Partner in the United States



Marco's professional certifications can be found on our website at <https://www.marconet.com/about/why-marco/professional-certifications>.

4. IMPLEMENTATION PROCESS

Prior to the delivery of new equipment, a project manager or installation coordinator will contact you to discuss your needs and current environment. The coordinator will formulate a plan for equipment removal and installation that will create the least amount of interruption to your staff and workflow. During this call, the coordinator will also discuss scheduling the phone system installation and training sessions.

A. Implementation Milestones

Project Manager Assigned 1 Initiate Contact Phone Call or Email A dedicated project manager will be assigned to your project. They will contact you for discussions about the scope of your project. Your project manager will be one of your primary contacts throughout your relationship with Marco.	Team Preparation & Planning 2 Team Preparation & Planning Phone Call or Email A team consisting of a project manager, lead installation system engineer, business analyst, system trainer, sales specialist, and certified technician will work together to plan and design the project. They will prepare for a successful execution by creating timelines, equipment lists, a budget, and a Statement of Work.	Project Initiation 3 Customer Kick-Off Phone Call Your Marco Voice team will review and discuss your Statement of Work, project timelines, engineering specifications, equipment additions/changes, and any questions or concerns you may have. Your project manager will create action items for upcoming expectations and provide project updates before implementation.	Customer Project Planning Meeting 4 Confirm Schedule Phone Call This meeting establishes an implementation schedule with task date, personnel responsible, equipment confirmation, and completion dates. Your Marco Voice team will review the physical space for set-up and training. You will also discuss status reporting, such as frequency of updates and preferred methods of contact.
Design Process & Programming 5 System Design & Implementation Phone Call or On-Site This step involves defining a dial plan, phone features, and reviewing building prints, with assistance from applicable departments. Your project manager finalizes device counts and licensing, and the voice engineer configures and programs the system before installation.	Installation 6 Installation On-Site Trained field engineers will install new equipment, remove existing devices if needed, and test all equipment for full functionality. They will work efficiently to meet the timeline, manage applications, assemble and install phones, and provide daily updates on progress.	Training Sessions 7 Schedule Training Sessions Phone Call or Email The project manager will offer training to staff as agreed in the Statement of Work. Various training methods such as on-site instruction, online sessions, manuals, videos, cheat sheets, and FAQ's will be used. End-user training guides specific to the voice solution will be provided.	Project Completion 8 Cutover Process & Finalization On-Site & Phone/Email Your project manager will develop and complete any final tasks. The project manager will introduce you to Marco's support desk service. After signing off on installation, the project manager will send you a notification that your service installation has been completed.

5. MARCO MANAGED SUPPORT OPTIONS

Recognizing that each organization is unique, Marco provides various support options designed to meet your business needs and the flexibility to personalize benefits to fit your model.

Our managed voice service offering includes standard 8:00 AM to 5:00 PM support; additional 24x7x365 support is also available. You can choose from a wide array of options, including data, Microsoft, and other applications. We will work with you to provide the support level and coverage that meets your specific needs and goals.

6. REMOTE DIAGNOSTIC AND MONITORING CAPABILITIES

As an option with Marco's support packages, you can benefit from remote diagnostics and monitoring of your system. Remote software tools enables us to provide you with fast technical assistance from our location, minimizing response time and reducing the need for on-site visits and associated charges. With your permission, we can securely access your voice network to resolve issues. Remote monitoring software continuously alerts us to any problems, allowing us to response promptly and effectively.

7. SERVICE/MAINTENANCE

A. Service Hours

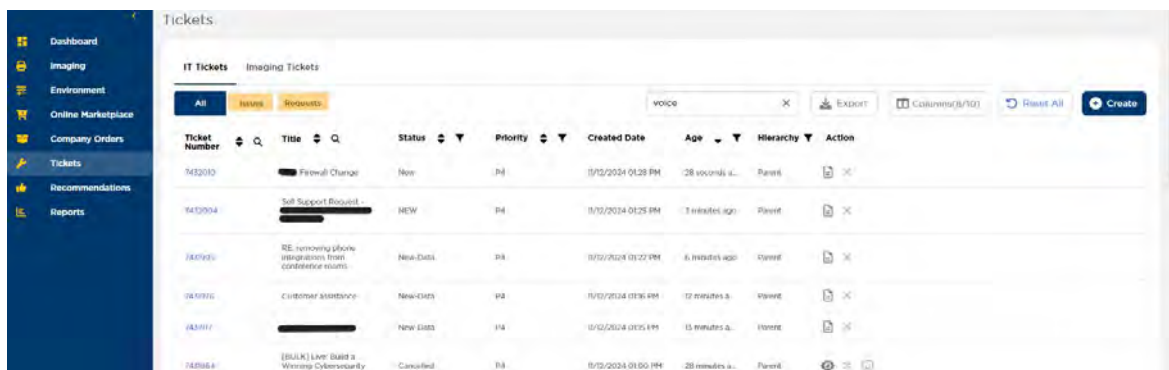
Marco's service hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding our published holidays*. 24-hour emergency support is also available via phone.

*Marco's published holidays include: New Year's Day, Good Friday (close at 12:00 p.m.), Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve (close at 3:00 p.m.).

B. Service Requests

To place a service/maintenance request, you can contact Marco's client service/support desk support at 800.847.3098, email requests to voiceservice@marconet.com or use our online service/supply request process through our client support portal at portal.marconet.com.

The client support portal will make it easy for you to place service calls and order supplies 24 hours a day, 7 days a week. Our online support gives you real-time access to your account information, including equipment lists, service request status/history, supply order status, purchase history and more.



The screenshot displays the 'Tickets' section of the Marco client support portal. It features a sidebar with navigation options: Dashboard, Imaging, Environment, Online Marketplace, Company Orders, Tickets (selected), Recommendations, and Reports. The main content area shows a table of tickets with columns for Ticket Number, Title, Status, Priority, Created Date, Age, Hierarchy, and Action. The table lists several tickets, including 'Firewall Change', 'Self Support Request', 'RE: removing phone integrations from conference rooms', 'Customer Assistance', and '[BULK] Live: Build a Winning Cybersecurity Awareness Program'.

Ticket Number	Title	Status	Priority	Created Date	Age	Hierarchy	Action
743203	Firewall Change	New	PH	10/12/2024 01:28 PM	28 seconds a...	Parent	[Icon] [Icon]
743204	Self Support Request	NEW	PH	10/12/2024 01:25 PM	3 minutes ago	Parent	[Icon] [Icon]
743205	RE: removing phone integrations from conference rooms	New Data	PH	10/12/2024 01:22 PM	6 minutes ago	Open	[Icon] [Icon]
743206	Customer Assistance	New Data	PH	10/12/2024 01:16 PM	12 minutes a...	Open	[Icon] [Icon]
743207	[Redacted]	New Data	PH	10/12/2024 01:05 PM	13 minutes a...	Open	[Icon] [Icon]
743208	[BULK] Live: Build a Winning Cybersecurity Awareness Program	Cancelled	PH	10/12/2024 01:00 PM	28 minutes a...	Parent	[Icon] [Icon]

C. Response Time

When contacting us, contracted customers will receive the following service level targets:

- On average, our live call answer rate is 95% for calls answered within seven seconds. If your call isn't answered immediately, we strive to return it within 15 minutes.
- Your service delivery coordinator will establish a service ticket priority and provide remote resolution or dispatch a certified technician on-site if needed.

Upon the service ticket being closed, an email notification will be sent to the designated end user. Non-contracted customers will receive best efforts to offer the same service level targets.

MANAGED CLOUD VOICE SERVICE REQUESTS

Service Level Targets

PRIORITY LEVEL	CLIENT SERVICES RESPONSE Receive confirmation of request	TECHNICIAN RESPONSE	MARCO MANAGER NOTIFIED	ESCALATE TO MANUFACTURER Based on technician diagnosis	RESOLUTION & FOLLOW-UP
Critical Priority 1	15 Minutes	2 Business Hours	4 Business Hours	As Required for Resolution	Daily
Medium Priority 2	30 Minutes	4 Business Hours	Upon Request	As Required for Resolution	Weekly
Low Priority 3	1 Hour	8 Business Hours	Upon Request	As Required for Resolution	Upon Resolution

*Response times above are for contracted service requests only. 24-hour on-call service is available in defined in terms of Marco contract.

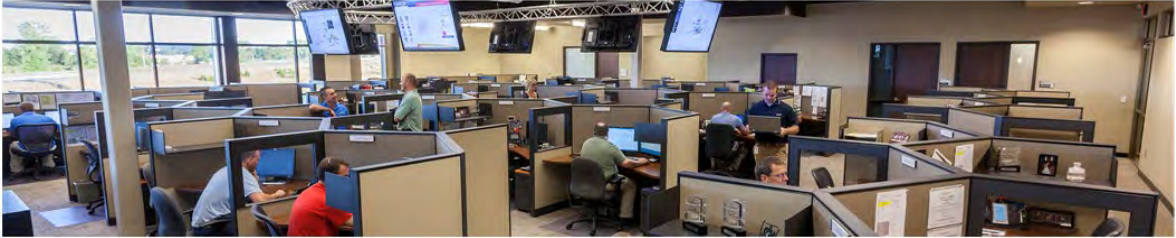
MANAGED VOICE SERVICE REQUEST PROCESS

Service Level Targets

PRIORITY LEVEL	CLIENT SERVICES RESPONSE Receive confirmation of request	TECHNICIAN RESPONSE	MARCO MANAGER NOTIFIED	ESCALATE TO MANUFACTURER Based on technician diagnosis	RESOLUTION & FOLLOW-UP
Critical Priority 1	10 Minutes	2 Business Hours	4 Business Hours	As Required for Resolution	Daily
Medium Priority 2	10 Minutes	4 Business Hours	Upon Request	As Required for Resolution	Weekly
Low Priority 3	30 Minutes	Same or Next Business Day	Upon Request	As Required for Resolution	Upon Resolution

*Response times above are for contracted service requests only. 24-hour on-call service is available in defined in terms of Marco contract.

Feedback is very important to Marco and the information received is used to resolve any issues, make improvements, and enhance our support services. After the service ticket is closed, a survey is emailed to the end user to gather feedback about the experience. Marco's technical supervisor reviews the survey results and contacts customers who provided a score of 3 or less (on a scale of 1-5) or any negative comments. Marco's service call survey results average a score of 4.5 for support desk and on-site assistance.



D. Escalation Process

Occasionally circumstances arise where our normal service procedures may not provide you the response you may require. In these rare occasions, we ask that you contact Marco's service leadership at:

Chuck Burt, Director of IT Service

Phone: 515.473.7117

Email: chuck.burt@marconet.com

Rick Reinholz, Service Manager

Phone: 920.707.7636

Email: rick.reinholz@marconet.com

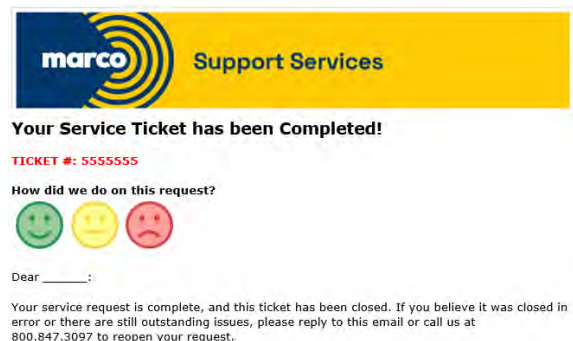
Zach Alexander, Cloud Voice Manager

Phone: 320.650.1924

Email: zach.p.alexander@marconet.com

E. Service Call Survey

Feedback is very important to Marco and the information received from our customers is used to resolve any issues, make improvements and enhance our support services. After each service ticket is closed, a follow-up survey is emailed to the end user. Marco's Care Team supervisor reviews the survey results and contacts customers who provided a neutral or negative response. Marco's service call survey has a positive average rating of 94.9% for the past 12 months.





8. CLIENT CENTER

Marco's Client Center (<https://portal.marconet.com>) is designed to save you time. We've created a better way to shop, resolve technology issues, stay informed, get tips, and much more. Discover the client-rich features with access to reports and customer specific data including, but not limited to:

- Place and track service calls
 - View pending and cleared service details and technician notes
- Billing status
- Access to Marketplace
 - Create customized personal or company favorite lists for easy, repetitive orders
 - Browse through our online catalog for printers, laptops, accessories, supplies and more
 - Manage cloud subscriptions
- Submit client surveys



MARKETING INFORMATION/BROCHURES

- Marco Managed Voice (MMV) Service Request

Managed Voice (MMV) Service Request



Place service request by
portal:
portal.marconet.com



Place service request by
email:
voiceservice@marconet.com



Place service request by
calling:
800.847.3098

Place a service request with Marco's Managed Services Support Desk. Availability of the service desk outside standard business hours is dependent on your contract. Your service request will go directly to Client Services followed by the steps below.



CLIENT SERVICES

- Live answer queue
- Gather support information
- Service ticket created
- Priority determined



SUPPORT DESK REMOTE SUPPORT

- Remote solution if possible
- Escalation to Service Technician (if required)



SERVICE TECHNICIAN

- CIS Representative calls to schedule on-site arrival time
- Resolution if possible



COMPLETION & FOLLOW-UP

- Client is notified of resolution or status of completion

Managed Voice (MMV) Service Request



SERVICE REQUEST ESCALATION

Occasionally circumstances arise where our normal service procedures may not provide you the response you may require. In these rare circumstances, we ask that you contact Marco's service leadership at:

Brady Hargis, Service Supervisor

320.200.9040 | brady.hargis@marconet.com

Zach Alexander, Cloud Voice Manager

320.650.1924 | zach.p.alexander@marconet.com

Chuck Burt, Director of IT Service

515.473.7117 | chuck.burt@marconet.com

SERVICE LEVEL TARGETS

PRIORITY LEVEL	CLIENT SERVICES RESPONSE Receive confirmation of request	TECHNICIAN RESPONSE	MARCO MANAGER NOTIFIED	ESCALATE TO MFR Based on technician diagnosis	RESOLUTION & FOLLOW-UP
Critical Priority 1	10 Minutes	2 Business Hours	4 Business Hours	As Required for Resolution	Daily
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Low Priority 3	30 Minutes	Same or Next Business Day	Upon Request	As Required for Resolution	Upon Resolution

**Response times above are for contracted service requests only. 24-hour on-call service is available and defined in terms of Marco contract.*