



Arc Advanced Services

Empowering organizations through communications

Arc Advanced Services improves business performance and efficiency through systems integration, process automation, and custom software development designed around your organization. Through tailoring your communications to your business practice, Arc Advanced Services empowers the organization and improves the investment value in your core infrastructure.



Many businesses struggle in today's technology driven world. A plethora of feature-rich devices have flooded the market, leaving businesses challenged to determine how to harness the potential benefits of technology to drive increased productivity and profitability.

Bridging the gap between technologies and business processes is critical in the current economy, to deliver results and to gain a competitive advantage in meeting the demands of the market. Only a true collaborative environment brings together people, information and structured processes, and so revolutionizing the way we operate.

Arc Advanced Services

Arc Advanced Services empowers organizations through connecting communication devices to increase agility, accuracy and speed to drive business forward. Bringing together the right people to the right information at the right time to meet business demands and drive efficiencies.

Key business drivers for Arc Advanced Services are the need to enhance productivity, streamline processes and reduce costs to deliver a higher ROI, with reduced total cost of ownership and unified communication solutions.

Enhance productivity

Through the process of incorporating systems and communication technology devices, Arc Advanced Services enables real time access to information across the organization. Placing data in the hands of the user no matter where they are located to improve business agility and enhancing employee productivity.

Streamline business processes

Arc Advanced Services takes process automation to the next level for even greater customer service delivery through the interoperability of business processes and communications. The streamlining of business processes delivers greater efficiency and accuracy across the organization, to improve interactions with your customers.

Reduce operations expenses

Driving an improved ROI through reduced Opex is critical to gain an advantage in the current economic environment. Leveraging communications within the core of the business aids the organization in dealing with fewer resources while addressing all stakeholder requirements.



Advanced Services

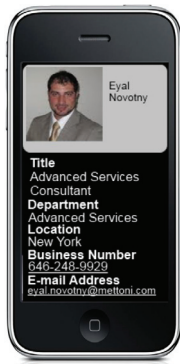
Arc Advanced Services delivers a range of services that are tailored to meet your business needs:

Application Development

Application development services provide organizations with the agility to adapt their technology to meet the needs of the business. Designed to work with existing technologies, customized applications enable an organization to deliver new solutions to drive the business.

The Arc Advanced Services team help identify opportunities where organizations can streamline operations through the development of customized applications across a variety of communication platforms. Ranging from time saving applications to revolutionary new work practices, where custom applications deliver organizations a competitive advantage in the industry.

Arc Advanced Services helps change the way businesses utilize communication tools, placing them at the heart of the business and changing the way we operate.



Application development for smart phones, designed to leverage traditionally office based applications for mobile workers. Arc's TotalInfo is available via the smart phone to enable workers to access the right people at the right time, no matter where they are.

IP Phone Development

Not all businesses are alike, with specialized needs to operate and different requirements to be integrated into organizational resources.

To ensure optimal performance Arc Advanced Services develops custom applications for Cisco IP phones. Such applications include room check-in for hotels, tracking client matter codes for law firms, or even ordering coffee from your local cafeteria. Our phone development

services can incorporate RSS feeds from news or other sources to your phone screen when it is not in use.

Arc Advanced Services work with your organization to design and deliver the right application for your business.



IP Phone development, providing applications to support the business no matter what the application - 'Where's my coffee' application, enables employees to beat the coffee queue and keep working.

Directory Integration Services

Access to accurate contact details is critical, yet directory integration can be a daunting process for many organizations. By presenting up-to-date contact details such as first name, last name, telephone number, email address, and even a profile picture, businesses are reducing communications latency by as much as five minutes per person per day!

Arc's TotalInfo presents contact details to IP phones, web portals and smart phones, providing users with an adaptive person search tool that is usable anywhere from any device.

Arc Advanced Services integrates a wide array of applications such as enterprise telephony systems, databases, LDAP servers, and human resources applications, to ensure a comprehensive directory service.

Process Automation Services

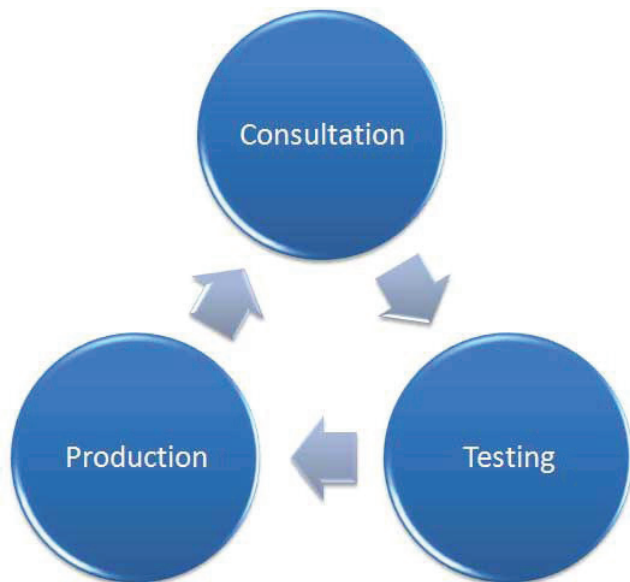
Business process automation is critical for an organization to reduce and control costs. Arc's automation services aids organizations in replacing redundant and repetitive tasks with automation tools, improving staff productivity.

Through the process of integrating repetitive tasks with business critical applications, monitoring specific data and creating a centralized information repository, Arc Advanced Services are capable of creating an automated process based on your specifications to store, transform and distribute data according to the needs of your business, improving operational efficiency.

Advanced Services - How it works

Arc takes careful measures to ensure that our services fulfill your requirements. Taking a consultative approach we ensure that our Advanced Services team comprehensively understands your business, identifies the challenges which the business is facing and develops customized solutions to overcome those obstacles.

The Arc Advanced Services implementation process involves three key elements to ensuring the success of any project that is undertaken for your organization:



Arc Advances Services implementation process cycle

Consultation Services

Arc's consultation services focus on your business challenges, processes and incumbent technology to drive the audit and optimization of the service solution.

Our consultants perform in-depth analyses of business operations and technical infrastructures. Through performing a detailed assessment of operating procedures the consultant provides guidance into the cause of operational inefficiencies or failures. Leveraging the data gathered in the analysis, the consultant designs applications that will automate or streamline the processes which are currently interfering with operations.

Testing

Application development and testing are crucial phases in the Advanced Services implementation process. Working jointly with the business, our consultants undertake rigorous backend and usability testing within a controlled laboratory environment. Delivering a proof of concept ensures that the application meets the needs of the business and lays the foundation for implementation into production.

Production

Arc Advanced Services works jointly with the business to migrate the test application into production, providing guidance during the process and performing required configuration updates to the application to ensure its operability in the new environment. Once the application has been placed into production, the organization will see the direct impact that streamlining processes has on day-to-day operations, ensuring that members of the staff are focused on their high priority tasks.

Arc Advances Services - tailoring communications around your business

Streamline Information Sharing

Arc Advanced Services puts your business at the heart of the solution and designs the right solution for you to streamline your information sharing. To deliver you best-in-class services, our framework provides an end-to-end view of your business to synchronize, transform and present your critical information to revolutionize your business operations.

Synchronize

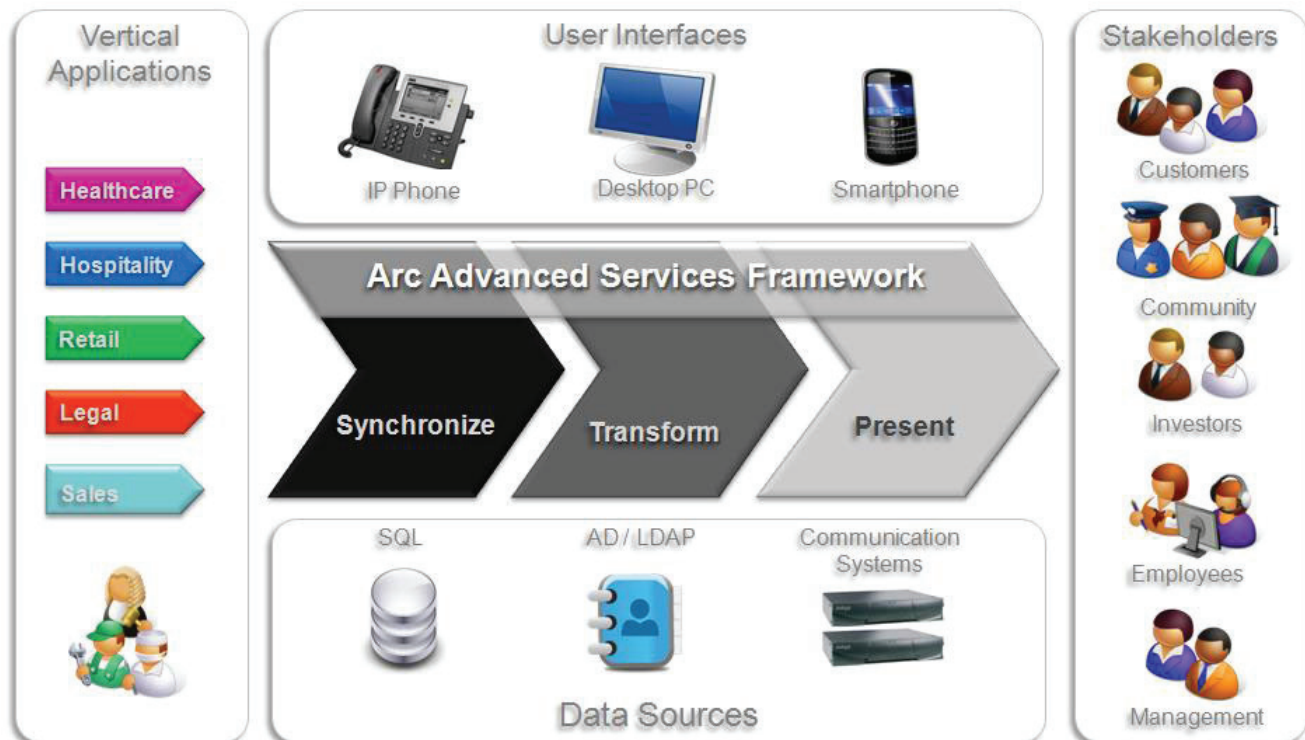
Synchronize data from one or many applications and databases to centralize information and ensure data integrity.

Transform

Transform the data in the format that is native for applications being used by end users.

Present

Present data to the devices being leveraged for the business's day-to-day operations.



Arc Advanced Services Framework: Synchronize - Transform - Present

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