



Solving For X



It's your job to develop reliable, cost-effective Open Communications System (OCS) solutions for your customers. And you do your job well. But what if there was someone who could make your job easier? Someone who could handle the details so you could concentrate on the big picture? That someone is ICS Advent.

Unparalleled Expertise

We specialize in creating solutions for customers in the following areas:

- Computer Telephony
- IP Telephony
- Enhanced IP Services



**Open
Communications
System
Solutions**



Problem solved.

PROBLEM

“I need a total solution fast. I don't have time to manage six different suppliers.”

Defining the Variables

The markets for Open Communications Systems (OCS), including computer Telephony, IP Telephony and Enhanced IP Services Platforms are exploding. However, ‘convergence’ is presenting a number of potentially confusing issues on the way to realizing these opportunities. ICS Advent designs, integrates and supports the high availability rack mount and embedded computer systems that serve as the platforms for these solutions. We also manage the configuration, assembly and test requirements for your complete OCS platform solution.

Our expertise in these industries, along with our extensive network of partnerships with hardware and software developers, enables us to provide you with everything from product evaluation and specification to master level integration and first line support. That helps shrink your development cycle, allowing you to respond to your customer faster and gain the time you need to concentrate on such specialized services as application engineering and turnkey solution development.

No Problem

If the language of CT, IP, ISP, ASP, and CSP seems foreign to you, rest easy. ICS Advent has been involved in the areas of Computer Telephony, Internet Protocol, Internet Service Providers, Application Service Providers, and Communication Service Providers since their inception. ICS Advent has built a strong base of expertise that translates into innovative solutions for our customers. What's more, we continually work to solidify our position of leadership in these areas with our award-winning products, technical support and integration expertise.

When you partner with ICS Advent, you're bringing a highly-trained team of professionals specializing in integration, engineering and technical support on board with you. Through our resources and expertise, we bring together the quality, innovative products and leading edge technologies that enable you to offer your customers more powerful OCS solutions, more reliably, at a lower total cost of ownership including:

Expert product evaluation and specification. When it comes to building an OCS solution, there are literally thousands of hardware, software and peripheral components to choose from. ICS Advent specializes in evaluating these products and testing them within your configuration, for your application, so you don't have to.

Supplier relationships. ICS Advent maintains a network of partnerships with leading technology suppliers that enable us to provide the complete, integrated solutions your business requires. In fact, as an Intel® Applied Computing Platform Provider (ACPP), ICS Advent stays on the leading edge of the latest developments with the Intel line of processors and chipsets. This enables us to help you spec in the most stable and long-life processor platforms available for embedded and high availability applications.



ICS Advent will integrate, test and support CT and IP telephony platforms to your specifications on our world class high availability computers.

Factory integration. ICS Advent can handle any aspect of integration for you, from writing drivers to compatibility testing and documentation. Our simulation and test process literally recreates the configuration that will be applied in your customer's business workplace in our facility. So you can feel confident that every system will work reliably from day one. ICS Advent handles all aspects of factory integration in our state-of-the-art ISO-9001 certified, 142,000 square foot facility, including configuration management, assembly, testing, quality control, and expediting your shipment.

Technical Support and Customer Service. At ICS Advent, support is an integral component of our service, from designing the system to monitoring it remotely once it is live. We offer first line support for all of the products we sell, so you don't have to track down trouble-shooting support and technical information from dozens of suppliers in the event of a problem. We also provide something you won't find anywhere else – comprehensive education and training on the systems we help you develop. Our unique and thorough support structure enables you to offer your customers high-quality service that's seamlessly integrated with your product and your brand.

Added Value

You know your customers' needs better than anyone. And your customers rely on you for expert guidance in developing their complete OCS solutions. ICS Advent can be your partner in providing those solutions. ICS Advent is not a hardware developer or simply a reseller. We are a resource that enables you to develop and deliver applied, open communications systems for your clients.

We don't just sell the high availability rack mount and embedded computers you need; we design and build them. We don't just resell the CT cards, AppGens and IP components you specify; we integrate, test, document and support them. We do the homework, the configuration management and the follow-up it takes to deliver the optimum platforms for your customers' requirements. So you don't have to reinvent the wheel every time. You don't have to incur integration costs that customers probably won't see and certainly won't pay a premium for. And you don't have to deal with multiple suppliers. Just one resource. One completely integrated solution.

ICS Advent Comprehensive Support

1 Configuration Management

- Base Configuration Development
- Options Identification
- Custom Engineering
- Configuration Validation
- Integration Instructions Development
- Global Configuration and Logistics Management
- Proactive Revision Control
- Proactive EOL Planning

2 Factory Integration

- ISO 9001 Certified Manufacturing & Integration Processes
- Third-Party Component Sourcing

3 Test and Simulation

- Standard Product Test
- Custom Integrated Platform Simulation

4 Quick Shipment

- Build to Order
- Web Based Configuration Procurement

5 24 x 7 Technical Support

- Engineer-Staffed Telephone Support
- On-Site Service Options

Additional ICS Advent Capabilities

Business Critical Computer Systems. If you're looking for a rack mount computer system, turn to the industry leader. ICS Advent is the first manufacturer to sell full-featured, build-to-order system-level solutions on the web and ship your order within days after order approval. Our exciting new Omnix product family and our innovative online System Configurator makes it easy and convenient to configure your build-to-order computer. Overall, you'll find that ICS Advent's Omnix systems provide the best possible value by solving your application needs thoroughly, quickly and efficiently.

Custom Products. Whether you have embedded or high availability rack mount system requirements, ICS Advent's custom product design services can help you develop a solution that works. Our custom products team specializes in specifying, engineering, manufacturing and integrating solutions that augment our Omnix product family, from point solutions in health care automation to OEM telecommunications infrastructure. We can also provide the kind of turnaround you never thought possible – in many cases delivering a prototype just weeks from the time we reach a design specification agreement with you. Visit our Web site or call us today to find out how easy it is to partner with ICS Advent as your comprehensive design source.

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