



Unified.

Unified Communication & Smart Integration

Make the connection with Resolute's Intelligent Contact Center solution

Want to leverage the power of Unified Communications into your CRM systems?

Resolute can help. Our system integration expertise combines deep custom development experience with an extensive knowledge of Microsoft technology to offer smart integrated solutions.

These capabilities are clearly demonstrated in Resolute's new Intelligent Contact Center solution which integrates multiple Microsoft technologies with proven best practices and development accelerators for a highly integrated—and highly effective—contact center. Based on a unified communication architecture, this cost-efficient solution enables improvements in customer service, satisfaction, retention as well as increased revenue through better business intelligence.

Solution built upon these proven Microsoft technologies:

- Microsoft Office Communications Server 2007
- Microsoft Office 2007
- Microsoft Exchange Server 2007
- Microsoft Forefront

Here are a few of the good things the Resolute Intelligent Contact Center can do for you:

- **Improve customer satisfaction** by enabling customers to contact you via their preferred method – including voice, web, email and IM.
- **Increase customer retention** by enabling differentiated treatment for highly valuable customers.
- **Lower servicing costs** by reducing call times through intelligent and seamless routing of all types contact requests to the proper and available person.
- **Increase revenue** from support touch points by intelligently making the right offers based on customer behavior.
- **Improve customer service** with easy access to all customer contact history, regardless of communication medium.

To inquire about this and other services available from Resolute, call **1-87-RESOLUTE**

You can also learn more about us at www.resolute.com

About Resolute

Company Profile

We're Resolute, a privately held business and technology consulting firm. Nationally recognized clients such as Health Dialog, United Water, Cisco and Bryan Cave, rely on us to maximize the return on their technology investments through solutions focused on business performance results. We improve productivity by optimizing voice—and data-centric information, distilling it into actionable knowledge, delivered via user-friendly systems. We've been recognized as a best-in-class Microsoft Gold-Certified Partner (in four areas), and cited as a fastest-growing private company by Inc. Magazine in 2007.

Market Focus

Mid-sized to Fortune 1,000 Enterprises (\$50M to \$1B in revenue). Market emphasis:

- Healthcare & Bio Technology
- Financial Services
- Media & Entertainment
- Corporate Learning

Services

Resolute concentrates its strategic planning, business solutions, technology services and resources in three key areas:

- **Professional Services:** provided by strategic, geographically focused offices
- **Resolute Solutions and Products:** develops horizontal and vertical solutions using the Resolute Product Engine (intellectual property) to incubate new business or augment an existing business for our customers
- **Learning for the Mobile Information Worker:** enables organizations to rapidly and cost-effectively deploy learning solutions worldwide

Specialized Expertise

Business Impact Services: Business Process Alignment, Technology Assessments, Compliance Management, Business Impact Scorecards

Business Performance: CRM, ERP, Business Intelligence, Collaboration/Portals

Technology Management: Custom Application Development, Custom Solutions, Data Management and Architectural Design

Unified Communications: Voice/Data Integration, Instant Messaging, PBX, fax, voicemail [speech-to-text and text-to-speech], video conferencing) and Security Management

User Experience: Envisioning, User Research, Visual Design, Prototyping

Technical Certifications

Microsoft Gold Certified Partner; Cisco Partner

MS Business Applications: CRM, Great Plains, SharePoint Portal, Reporting Services

MS Technology: .NET, Web Services, Active Directory, Biz Talk, SQL Server, Development Tools, Office Communications Server

Headquarters

10900 NE 4th St., Suite 2110
Bellevue, WA 98004
Telephone: (425) 467-9191 • Fax: (425) 467-9030
Website: www.resolute.com

Offices

Bellevue • Phoenix • Portland • New York • Boston • Philadelphia • Atlanta