

Managed Services: Making the Right Decision

Winning Strategies to Negotiate, Purchase & Better Maintain Your Telephony & Data Equipment

WEDNESDAY, OCTOBER 3, 2007 • 2:00-3:30 PM ET • WEBINAR

Your Expert Presenters:



David Lee,
TechCaliber Consulting, LLC

David Lee has 20 years of management and technical experience in technology infrastructure, networking services and telecommunications. As both an engineer and procurement professional, David has led or contributed to several global LAN/WAN and PBX outsourcing benchmarking, design, and planning projects. He is a recognized contributor in the practice areas of global networking and telecommunications infrastructure planning, design, procurement, and implementation, with special emphasis on the practical assessment of leading-edge technologies in the corporate environment.



Marc Lindsey,
Levine, Blaszak, Block & Boothby, LLP

Marc Lindsey is a partner in the firm of Levine, Blaszak, Block & Boothby, LLP ("LB3"). His practice focuses on information technology, e-Business and other technology transactions. Marc has negotiated systems integration, software licensing, development and maintenance contracts on behalf of Fortune 500 corporations; assisted enterprises in the negotiation of managed services agreements; structured Voice over IP ("VoIP"), Multiprotocol Label Switching ("MPLS"), and other data network transactions; and negotiated equipment purchase and maintenance agreements.

Who Should Attend:

This webinar benefits a wide variety of communications professionals.

- Telecom & IT Managers & Directors
- CIOs, IS Directors and CTOs
- Communications Directors & VPs of Telecom
- Network Managers
- Procurement Managers
- Operations Managers & Engineers
- Telecom Analysts
- Telecom and IT Consultants
- Any professional who seeks up-to-date targeted content on managed service procurement

Managed services is "top of mind" for every enterprise communications professional. Increasing network complexity...an explosion in the number of routers and switches...more and more critical corporate applications moving to an integrated IP platform...and the always present drive to lower OPEX, all combine to make outsourcing most aspects of network management an obvious and attractive option. But are managed services right for every enterprise, and if so, what are the keys to putting a winning managed services arrangement in place?

You'll get the answers you need and the guidance you must have when you attend **Managed Services: Making the Right Decision** a special 90-minute *Voice Report* webinar featuring David Lee of TechCaliber Consulting, LLC and Marc Lindsey of Levine, Blaszak, Block & Boothby, LLP. Together, they'll share their frontline experience working with companies just like yours. Attend this webinar and you will get:

- A template that details the breadth and depth of managed services options. (HINT: You'll be amazed at your choices!)
- Explanation of how the pricing structures for managed services differ for voice and data services...you'll learn that more than IP-based services can be covered!
- A detailed list of critical questions to ask your vendor, such as, are they truly offering the service themselves or sub-contracting it from someone else. The answer will significantly impact your contract terms.
- Key terms and conditions for service level agreements (SLAs) that lead to air-tight, fair and workable service-level guarantees.
- "End of Support" considerations that are especially important for IP services.
- Justification for not overlooking equipment performance and capacity planning reporting.
- The essentials of managed services contracts... key considerations like technology upgrades, acceptance rights, capacity planning and forecasting, and exit strategies.

Managed services can be the perfect solution – or it can be a minefield of mismatched and costly expectations. But when you invest 90 minutes to attend **Managed Services: Making the Right Decision**, you'll be better prepared to make the best managed services decision for your company. So don't delay, register now at www.thevoicereport.com/ManagedServices

All the benefits of a seminar without leaving your office!

Register Now! 866-675-4753 • www.thevoicereport.com/ManagedServices

An Exclusive Voice Report Webinar.....

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How the Webinar Works:

1. Register one of five easy ways listed below.
2. This webinar combines the use of a teleconference bridge for superior sound quality and an online web conference platform for convenient on-screen slide presentation to bring you an enhanced training experience – all without leaving your office! And there is no limit to the number of staff from your office who can listen to the seminar via speakerphone.*
3. You will receive an e-mail with log-in and toll-free dialing instructions and a link to the presentation materials 2-3 days prior to the event. This e-mail will also give you a link to instructions on testing your system prior to the event. We encourage you to test your browser in advance of the webinar to ensure that that your system will be able to join this live session.
4. On the event date, a few minutes prior to the start time, log-in to the webinar and dial the toll-free teleconference bridge number provided. Once the webinar begins, follow along on-screen, or with the materials you've printed out, and take advantage of the opportunity to ask questions.

*One phone line/log-in per registration. Additional connections/log-ins subject to registration fees.

100% Money-Back Guarantee

If after attending **Managed Services**, you don't feel you've received information that will save you money on your managed service procurement, we'll refund your entire registration fee. No questions asked.

About the Sponsor

Voice Report, now in its 28th year, is the nation's #1 independent source of telecom news and award-winning guidance on how to get the best rates, services and equipment for your shop. To find out about upcoming conferences, please visit: www.thevoicereport.com/conferences.html.

Cancellation Policy

Cancellations made within 3 business days of the conference are subject to a \$50 service fee. Registrants who do not dial in and do not cancel before the conference date are liable for the full conference fee. Send cancellations via fax to (301) 287-2950 or e-mail to registrar@thevoicereport.com. Telephone cancellations are not accepted.

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Order the on-demand webcast (WVA1301) or CD (MMA1301) and materials for just \$299. Order online or call (888) 275-2264.

Webinar Reservation Form

- YES**, sign me up for the **Managed Services: Making the Right Decision** webinar on Wednesday, October 3, 2007, from 2:00–3:30 p.m. Eastern Time. I understand my \$299 registration fee includes access to the webinar, presentation materials and an opportunity to pose questions to the speakers.
- Sign me up for the webinar AND the on-demand webcast [WVA1301] or the CD [MMA1301] for \$448 — a savings of \$150!
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