



Innovative Service Solutions, Inc.



We're on Watch —

Providing Maintenance Coverage For Your Telecom Investment



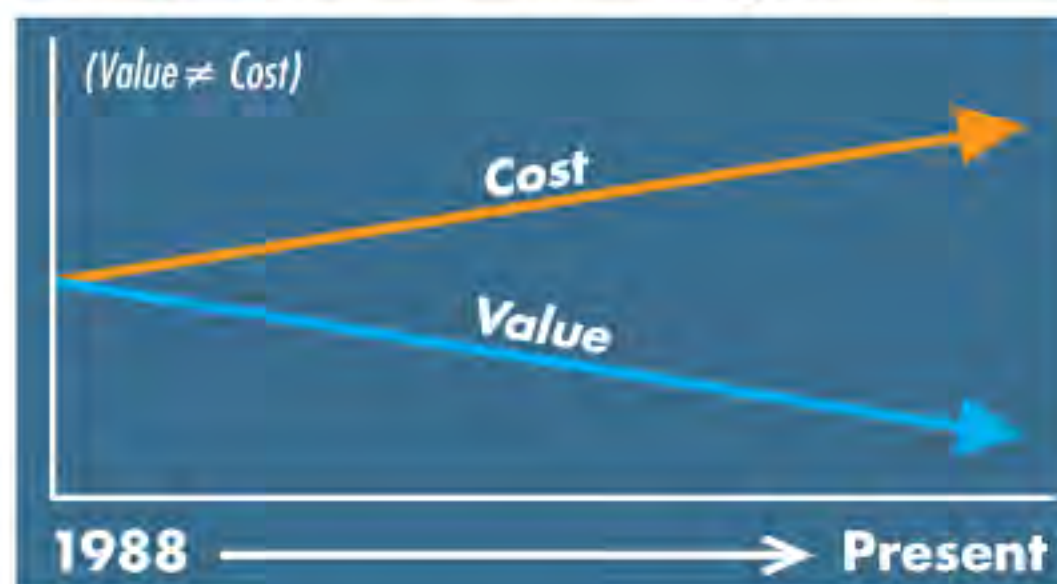
Providing Solutions to the
Challenges Facing Technology
Managers Today

ISS is a financial services company specializing in underwriting maintenance contracts for telecommunications equipment. ISS understands the evolving telecom equipment and service market. Service organizations have had to streamline their resources directly impacting the level of service provided. Many service groups employ fewer technicians and have reduced their local parts inventory resulting in prolonged service event resolution. To make matters worse, the cost of maintenance contracts continues to rise pressuring already strained technology budgets.

We understand the sensitive and critical nature of telecommunications and the impact of downtime on your organization. We also know the reliability of today's telecom equipment. Over 80% of system problems are minor and can be handled remotely. Nevertheless, any disruption needs immediate attention and resolution.

* The Cost of Current Telecom Maintenance Contracts No Longer Represent Their Value

Existing Traditional Maintenance Agreement



- Maintenance Contract Costs Increased 50%
- System Reliability Increased 400%
- Replacement Parts Costs Decreased 40%

**The Eastern Management Group (EMG), a leading telecommunications industry consulting firm, confirmed the value/cost contradiction in today's vendor maintenance contracts. Since 1988, the reliability of telecom equipment has increased by more than four-fold, while prices for new equipment and replacement parts have decreased by almost half. Instead of maintenance contract cost decreasing, according to EMG, the average cost has gone up by more than 50%.*

LET ISS MANAGE THE RISK AND PUT **YOU IN CONTROL** OF YOUR TELECOM MAINTENANCE ENVIRONMENT



Our clients have realized savings of 15-25% off their current maintenance agreements thereby freeing cash commitments to be utilized elsewhere in their organization. ISS can consolidate all of your multi-manufacturer telecom maintenance contracts for equipment nationwide — **ALL in One Simple Agreement.**

Instead of paying the high costs of traditional vendor maintenance contracts, you can save money, unlock the leverage potential of having access to multiple service groups, and simplify the administration of numerous service contracts — **ALL with Innovative Service Solutions.**



The Innovative Service Solution

Service Choice/Flexibility/Control

With ISS, you regain control over your maintenance environment and who's walking in the door. You can continue with your current service vendor or allow ISS to introduce you to one of our preferred service groups. You'll gain access to ALL the available resources in your area, not just a single vendor. It's your Choice.

Cost Reduction

Save 15-25% on your telecom maintenance contracts. Redirect those savings to other areas of your business. Bring the cost of your service contract in line with the value.

Simplified Administration

Let ISS consolidate all of your telecom service contracts into one multi-manufacturer nationwide agreement. Pay annually or quarterly.

PBX Watch

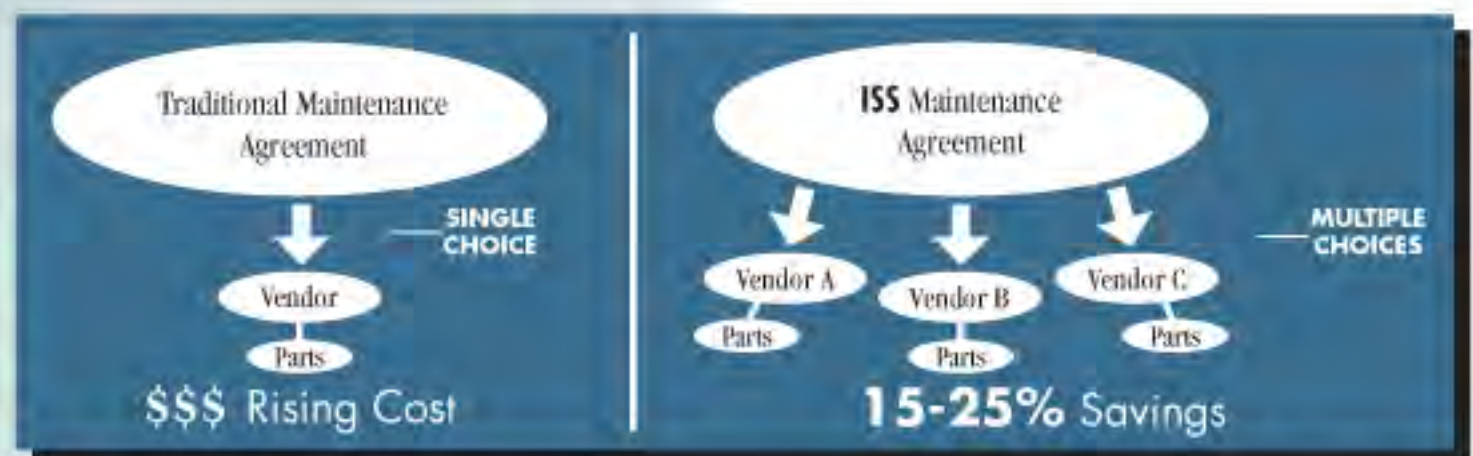
We're keeping watch over your telecom PBX. If something goes wrong in the middle of the night, we'll know and work to resolve the problem...heading off potential business disruptions. With our monitoring system, you can rest assured that ISS is on watch and your telecom investment is in good hands.

The ISS Value Proposition

More Service Choices...Less Cost

ISS specializes in managing the risk on telecommunications equipment. We offer maintenance coverage that expands on your existing single source service contract to include all the resources in your area for service, including your existing vendor.

With ISS, you can continue with your present service provider or choose from hundreds of recognized service groups across the country. In addition, we also offer a network of preferred vendors who will treat you as a priority. When problems arise, you'll know your system is in good hands with a vendor who is committed to respond to your service needs.



ISS Brings the Cost/Value Relationship Into Alignment

Thereby Freeing Capital to be Utilized For Other Budgetary Goals

A Compelling Solution to the Escalating Costs of Telecommunications Maintenance Programs

ISS was founded on the idea of bringing innovative solutions to the challenges confronting technology managers and telecom support groups. With the continuing challenge of achieving the support expectations of your organization and the balancing act of providing more service for less cost, ...**ISS just makes sense.**

A conceptual image showing a hand pressing a button on a globe. The globe is covered with a grid of lines, and a semi-transparent keypad is overlaid on it. The hand is pressing the '7' button, which is labeled 'PQRS'. Other visible buttons include '1', '2', '3', '4', '5', '6', '8', '9', '0', and a star button. The background is a soft, out-of-focus green and blue.

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*Dedicated to Improving
the Telecom Environment*