

CONFERENCE CALLS

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Product Updates

ALERT Plus, release II – improves ring-down efficiency, using a RS232 connection. The ALERT Plus is the only hybrid system on the market that supports both on-campus ring-down (up to 1 mile radius) AND public network dial-out to wireless or landline numbers. Forum customizes our ALERT Plus systems to your particular needs; we can utilize fiber optic or copper extensions.

ALSO NEW with the **PLUS-TWO**: multiple view centers allow multiple office locations to view the conference status window via LAN interface. This lets you keep the primary ALERT system in your situation room. Your senior officials can view the call from anywhere on the LAN.

Pricing Incentives - Recent pricing changes make it easier to cost justify upgrading your teleconferencing to the **CONFER FLEX** system. Per port price on the basic ConferFlex 16-port system has dropped by almost 20%!

The ConferFlex Premium includes dynamic port allocation, programmable conference code numbers, Personal ID numbers (PIN), real-time Moderator screens and basic attendance reporting. Ask your Forum dealer or Account Manager for a demonstration to see the PREMIUM software upgrade, or any of the Forum voice and web conferencing systems. The FLEX is the first CONFER product that is available with T-1 option.

Emergency Telephone Network (ETN) systems are playing a larger role in our local and national security. From regional utility companies to Federal Emergency Management (FEMA) communications, Forum's **BLAST-911** server alerts emergency teams and local residents about terrorist threats, national disasters or local emergencies in minutes! Tens of thousands can be contacted by voice and text messages to provide emergency information and instructions. The announcements can be customized to direct recipients about urgent precautions, evacuation routes or where to go for additional directions.

The **BLAST-911** system can also be ordered with instant, emergency conference call and web conferencing for complete collaboration.



Return on Investment

A Case for In-house Conference/Collaboration Server

Most of us learn by doing, or by seeing. Some of us learn the hard way.

If you are looking for a concrete overview of benefits and ROI to justify purchasing a Forum Communications' conferencing system, see the total cost of operations in Forum's White Paper, *Why Should Your Company Buy an Audio Conferencing Bridge?* If you feel like you are being eaten alive by monthly subscription fees for services, this will give you a fresh perspective on owning an on-site conference server from Forum's family of solutions.

Durability: Forum Systems Keep on Going and Going

A Virginia-based law firm recently called Forum and told us that the conference bridge they purchased from Forum 11 1/2 years ago is still hard at work and in daily use with no problems. We frequently hear that the Forum on-premise teleconference systems pay for themselves in 3-12 months. Can you imagine the corporate savings over the life of the bridge?

Do you spend more than \$25,000 a year to provide voice and web conferencing for your enterprise?

Forum Communications has several options to eliminate monthly call charges and provide feature-rich controls.

With our expanding line of conference solutions and additional features, Forum has an option to meet your needs.

Industry analysts predict that web conferencing is expanding at a rate of 27%.

Fire your conference service now, before call frequency and costs increase.

Future savings, Outlook scheduling, and no-hassle IT administration give you more bang for your buck!

Short-Term Payback, Long-Term Savings

Are you spending \$500 or more per month with a conference service?

- An 8-port Confer III will pay for itself in 6 months or less.
- SAVE \$27,000 OVER THE NEXT FIVE YEARS!

Are you spending \$1,000 or more/month for conference calls?

- A 16-port Confer Flex will pay for itself in less than 1 year.
- SAVE \$49,000 OVER THE NEXT FIVE YEARS!

Are you spending \$1,000 per person for web conferencing seats?

- Forum's WebMeet web conferencing utility pays for itself in less than one year, with unlimited licenses!
- SAVE \$25,000 TO \$50,000 PER YEAR!

Special Feature

COURTING Success...Again

Forum Communications has built its reputation on understanding customers' special needs and turning those needs into a working, reliable solution. In 1994, Forum Founders, Raj Natarajan and Gayne Ek, were approached by several locations of the U.S. Courts of Appeals. Working diligently together over the next few months, Forum created a custom teleconference solution that put complete conference control in the hands of the Court Mediators with a small control box attached to a modified Confer conference system.

Mediation is a very costly procedure, with several lawyers and participants meeting together, then separating for individual consultation, frequently moving from room to room to insure privacy and to bring all parties back together. Strategies, offers and counter-offers, and compromises may take hours and days before a final decision is made.

The original Confer Mediator and Confer Director design underwent major software upgrades in the late 90's and early 00's, again based on long-term discussions with the Mediation Offices in the Courts. The new software upgraded the features and functionality of the systems to meet the changing needs of mediation.

Forum continues to prove our loyalty to federal, state and local courts and attorneys all over the U.S. with a new custom release offering more sophisticated teleconferencing technology, streamlined to meet their special needs.

Integrated with Forum's new web-based controls, the Confer "Mediator II" lets the Call Host isolate individuals from the call, separate multiple parties into side conferences and control all sidebars and speakers in any call. The new design makes managing larger conferences very easy and is available in 16, 24 or 32 port systems. Dial-out and security functions are integrated into the Mediator II to increase your efficiency and billable time.

The Mediator II is a custom product, for appeals, bankruptcy and mediation calls. It is available only through direct purchase from Forum Communications. Call Neal Jabara at 972-619-8582 to replace your existing Confer Director or to upgrade your existing conference solution with our tailored-to-fit Mediator II.

In addition, Forum offers the Confer ALERT Plus with Panic Button to assist with security at the courthouse, law offices or government facility.

Emergency Communications and Readiness

Forum Supports Our Military!

Here is a big salute to Forum's own Walter Parker who is traveling up and down North America this month, working with Army and Air Force bases to replace their outdated Primary and Secondary Crash communications systems. From the initial needs assessment and engineering calls to pre-installation meetings, Forum's team works with our dealer partners, and military and civilian customers to match the perfect technology to your emergency communications needs.

Forum salutes the men and women of our country who serve in the Armed Forces. We do our part by providing reliable support and service to our military communications services.

SPOTLIGHT ON WALTER PARKER:

Walter has played a key role in Forum's Telephone Tech Support and QA teams for many years. Congratulations to Walter on his expanded role as Senior Field Engineer. In charge of installation and training for the Confer ALERT Plus systems, Walter also works closely with Forum's sales and product design specialists.

Test Calls to Local/State Governments:

"This is a test of the BLAST-911 Emergency System. If this were a real emergency, BLAST-911 would call your home, office and cell phones WHILE sending emergency details via text and email.

"BLAST-911 can connect your response team into one conference call to improve cooperation, OR to provide emergency instructions to thousands in your area. For more information, call Forum Communications at 972-619-8601 and ask about BLAST-911!"

Forum is utilizing our Symposium Enhanced Messaging Server to deliver product information to local government agencies. The Symposium can be used to initiate reminder calls for local meetings, price programs and upcoming deadlines to build your business. Whether you need to manage a response to an emergency, or create a pro-active response to business opportunities, Forum Communications has an affordable solution.

Disaster Divas!

Hats off to a group of silver-haired seniors from Silverglen condominium complex in Bellevue Washington! Awarded the "Partners In Preparedness" award from the International Association of Emergency Managers in 2004, the group works with the city's emergency education office to train in first aid, emergency utility shutoff and preliminary search and rescue.

Nationwide, the emphasis on volunteer first responders is growing. These young-at-heart responders (both men and women) stay ready for a major disaster like an earthquake or chemical spill with regular drills and exercises. They also put their skills to use assisting in daily medical emergencies in their community. For information on joining or developing volunteer programs in your community, contact your local city or county outreach office, local hospital or church group.

Dealer's Corner

HIGH TOUCH, BIG THANKS!

The more things change the more they stay the same!

As part of Forum's commitment to our customers, we are implementing a special program to maintain and grow our Core Dealers, those telecom and integrator companies who specifically serve small-to-medium businesses.

While Forum's product menu continues to expand with new products and new features, the Core Dealer program demonstrates the company's commitment to the partners that helped to build Forum's Confer business, one sale at a time. These are the businesses and individuals who bring the "high touch" to "high tech" with personal service, sincerity and solid product knowledge.

The Core Dealer Program Manager, Beverlee Gilley, promotes the 8-16 port Confer products with our simplest Confer system available for less than \$395 per port through phone calls, e-mails and product training.

"Forum customers are very loyal because our products are so solid. The Core Program recognizes that at the heart of American business are small businesses and entrepreneurs who go the extra mile for their customers and for their own success. Our products make it easier for dealers to understand our conferencing options and to help them and their customers be more efficient," remarked Ms. Gilley, a former Regional Sales Manager with Proctor & Gamble.

AT A GLANCE: FEATURES & BENEFITS

ON GUARD!

We can never become complacent about homeland security. Quick, raise your hand if you actually listened to the pre-flight safety instructions on your last plane flight! Long lines through airport security and luggage inspections have become passé' for the jaded road warrior.

One company that does NOT take airport security for granted is Security Solutions. Partnering with Forum Communications, Tim DeWeese and his team at www.seccol.com are working with commercial airports to replace outdated Tellabs "Red phone" systems from the 1980's with Forum's new Confer ALERT Plus systems. The ALERT Plus offers a full menu of peripherals including radio interface, public address, siren, strobe and panic button modules. Because the ALERT Plus is designed for the responders who use firebar and red phone applications every day, our systems can also be ordered with remote sensors so that other functions can be utilized to initiate an emergency warning. Remote contact closures can open garage doors for emergency vehicles, turn on lights and initiate other system equipment to expedite an immediate response, whatever the incident.

For more details go to http://www.forum-com.com/confer_alert_plus.htm OR http://www.forum-com.com/security_solutions.htm

One word of advice: PARTNER!

Like Nicholas Cage's character in National Treasure, few of those who try to solve the mystery of government contracts have an easy time.

To maximize return on your efforts, you do not need to re-invent the wheel...just find someone has already been successful. Identify the prime contractors who are going after the major government contracts and offer your solutions and expertise. Once a project is awarded, the prime contractor often needs to add more resources to fulfill their commitment.

The federal government has small business set-asides in almost every contract. In fact, officials in Washington say that prime contractors have trouble finding enough businesses to partner with. Some large contractors are choosing to subcontract to small businesses that are veteran-owned. This may be a good time to see if your regional company is eligible for minority-owned, veteran-owned or small business certification!