



Herd It Here News

Mitel • Toshiba • Vergel

November 2005
(303) 573-VoIP (8647)
www.buffcomm.com

INR Becomes Buffalo Communications



What's in a name? While Innovative Net Results (also known as INR) has been our visible name(s), our legal name is Buffalo Communications Inc..

These multiple names created confusion for our customers and suppliers. Therefore, moving forward, we will settle for just one name—Buffalo Communications. This name change is

simply a marketing change—there is no change in ownership, focus, warranties, or contracts. Innovative Net Results remains a legal name (DBA) for Buffalo Communications.

We are working to make the change as seamless as possible. Our web and email will automatically forward to the new buffcomm.com address. Check out our new website at www.buffcomm.com. We haven't moved, so our physical address and phone numbers remain the same too. INR won't be gone for a while though, we made a lot of shirts.

ACD Award

Reaffirming its 30 year tradition as an industry innovator, Mitel today announced it was awarded the prestigious Technology Marketing Corporation (TMC) 2005 Innovation Award for the Mitel Contact Center Solutions.

TMC Labs Innovation Awards are bestowed based on the quality and uniqueness of a particular product or service in the field of customer interaction solutions. The panel of judges evaluates products that demonstrate leadership by providing users with innovative features and functionality, continuing to improve the customer experience, and delivering a clear return on investment back to the organization.

Mitel Contact Center Solutions is the first of many Mitel solutions to integrate into Microsoft's Live Communications Server (LCS). It combines robust communications platforms, automatic call distribution (ACD), and a modular suite of feature-rich, web-based applications for streamlining contact center management and enabling advanced multimedia customer transactions.

The Innovation Awards recognize the most unique and the most innovative products and services in the call/contact center " said Tom Keating, CTO and Editorial Director at TMC.

Bright Future for Buffalo

Buffalo Communications Inc. and Bright Future LLC combine forces and create one stop communications for medical providers. Bright Future provides comprehensive IT services for medical practices, including standard office applications for desktops and servers from vendors such as Microsoft, as well as specialized medical applications such as practice management solutions.

Bright Future also offered customers solutions for telecom, including cabling and telephone solutions usually via partnerships. In fact, Buffalo Communications and Bright Future have provided comprehensive solutions together on so many accounts that it became obvious to combine. The result is a more powerful and complete technology solution capability, offering medical practices comprehensive technological solutions from circuit to desktop.

Mitel ICP 200 Release 3

Mitel just released the third version of the ICP 200. This new version offers a variety of new capabilities and features, including a new hardware model called the ICP 200 CX.

With version 3, the ICP 200 now supports PRI, where previous versions were limited to T1 digital circuits. Mitel has added support for four new phones, including a new wireless phone—plus the Your Assistant Softphone 3.0 is now supported on the ICP 200.

On the core software, Mitel has made Feature Level 6, previously an add-on, now standard with release 3. Several new call feature enhancements are part of the release—but perhaps the most requested new feature is the new web interface for administration.

The list of upgrades and new features is very long. Contact us for details. All customers on Priority Care programs will receive the upgrade free of charge.

Buffalo Communications — (303) 573-VoIP (8647)
www.buffcomm.com



Herd It Here News

Mitel • Toshiba • Vergel

November 2005
(303) 573-VoIP (8647)
www.buffcomm.com

Terry Matthews on IP Applications

Terry Matthews Founder and Chairman of Mitel, is also known for founding and selling Newbridge Networks to Alcatel for \$7.1 Billion. His investments tend to be focused on software applications for the business market.

Mr. Matthews says he believes the market for software applications that run over Internet protocol will be bigger than anything he or anybody in technology has ever seen before -- even bigger than the massive telecom equipment market

before it imploded about five years ago.

"It will be 10 times bigger than anything we've ever seen," Mr. Matthews said. "It will be a total transformation of the way we get entertainment and work at home."

This blossoming market will include such applications as next-generation versions of software that support Internet telephony, video surveillance, productivity tools, and interconnectivity between Web-enabled

devices -- such as computers, cellphones, and televisions -- and their content. New applications are now possible because of the proliferation of Internet protocol, or IP, networks.

He wouldn't say when he expects this next gold rush will hit, but he's clear that he plans to "pig out" when that time happens. "You have to catch the moment."

Jeff Leiper, an Ottawa-based analyst for consultancy Yankee Group, said he agrees with Mr. Matthews' forecast. "He's absolutely right."

Mr. Matthews acknowledged that the software applications market is a difficult one for many to grasp, and he could not say definitively what the market will be known as. They suggested names such as "business process transformation solutions," the "non-connectivity part of ICT [information and communication technology]," and "VAS [value-added services]."

Enterprise VoIP on Fire

Pure IP-based and hybrid [PBX](#) systems accounted for more than half of new system sales in the second quarter and are expected to make up 92 percent of new PBX sales by 2008. That's a whopping \$8.34 billion slice of the market.

TDM-based PBX systems sales, meanwhile, will bring in only \$760 million in sales by 2008, Infonetics says.

"Especially for larger organizations, they are very interested in the overall goal of converging their networks," Infonetics analyst Matthias Machowinski tells *Light Reading*. "To make the network more efficient you might have a lot of branches that you need to manage

from a central location." Machowinski says IP-based PBX systems facilitate this - ATM-based systems do not. Also important is that [IP PBX](#) systems offer more operational cost savings over traditional circuit-switched PBX systems

Hybrid IP and TDM PBX systems made up 42 percent of second-quarter units shipped, yet accounted for 58 percent of the revenue. Pure-IP based units made up 9 percent of units shipped but made up 16 percent of the revenue -- a 17 percent jump from the first quarter, Infonetics says. The firm expects pure IP systems to bring in 23 percent of all PBX revenue in 2008.

Modem VoIP

Why would anyone ever use a modem? Why not just use the data network for everything? After all, taking a digital bit stream, putting it into an analog carrier, and then reconverting that analog stream to a differently encoded digital bit stream does seem counterintuitive.

Nevertheless, as VoIP permeates corporate networks, VoIP infrastructure does not automatically replace traditional services. Traveling visitors to an office may indeed have modem access as their only way to gain e-mail access to their company. And the problem isn't limited to modems.

Two other technologies, fax and TTY, also use modem-like transmissions. Admittedly, a great deal of the faxing of yesteryear has been replaced by emailing. But there are still instances where "real" faxing is needed. For instance, in some cases a "real" signature is needed.

These devices often are still in place simply because nobody has gotten around to replacing them. But in some cases, they are necessary for complying with regulations like the Americans with Disabilities Act.

You must be careful in your VoIP implementation to make sure that you're appropriately accounting for legacy devices.

