



one **SYSTEM**  
endless **POSSIBILITIES**

**MaVI**®

Meeting today's challenges with tomorrow's technology™



**MaVI** was founded with a single mission: Provide businesses with a cost-effective, enterprise level communications system that supplies the functionality and quality previously available only to Fortune 500 level companies. At MaVI, our philosophy is that businesses can grow more efficiently through utilizing a flexible, scalable, easy to use platform. With MaVI, businesses can avoid the steep costs associated with traditional PBX's and key systems while still enjoying the features that present the corporate image you need to succeed.

MaVI offers a complete range of advanced services designed to address unique business and operational needs while ensuring that you are able to maximize the investment in a MaVI IP communication system. Designed to surpass six sigma reliability, the latest generation of MaVI products has established a new industry benchmark in dependability. Deploying the latest in SIP protocols and providing multiple levels of QoS functionality, MaVI's business communication systems offer you the cutting edge technology to be competitive in today's global community and to stay in touch anywhere, anytime.

Based upon our years of experience in the telecommunications industry at our sister company, VinaKom Communications, MaVI is proud to introduce our 4th generation of QoS-Enabled IP hybrid communications systems. Years after MaVI was founded, we remain focused on meeting the needs of a wide range of businesses by allowing them to communicate simply and effectively. With unmatched scalability, reliability and flexibility, a MaVI solution helps your company adjust to all the changes of today's marketplace.

## Manufacturing Industry Solutions

In the manufacturing industry, streamlined communication is vital for improving efficiency with numerous employees who are often stretched across multiple locations. MaVI's hybrid system allows for a seamless communication system working between the warehouse and office environments. Features such as Follow Me, Office Anywhere, fax-to-email, and voicemail-to-email not only increase efficiency but allow for advanced scalability options as your company grows. MaVI's core is software-driven, allowing for unlimited upgrades and adapting to organization specific design requirements. Our IP technology provides a wealth of customizable features yet is simple to use and implement across an entire network.

### Reduce costs and increase efficiency:

- Seamless migration path to IP telephony with hybrid support
- ACD and IVR can provide more efficient call routing and automated services which improve efficiency while decreasing operational costs
- Microsoft Exchange Integration
- Office Anywhere allows employees to access call information from anywhere over the internet. Remote access allows the sales force to make calls while on the road and still enjoy all the in-office features and functionality

## Financial Services Solutions

In the financial services industry, streamlined communications is instrumental to improving efficiency both internally and with customers. MaVI enables users to prioritize and route specific calls based on any number of criteria, thereby reducing hold times for customers and freeing up staff time to perform other business-critical tasks. MaVI's IP technology allows for a wealth of advanced features that simplify communication across multiple devices and locations without sacrificing ease of use. Best of all, the built-in server side security ensures that all information remains entirely confidential.

### Reduce costs and increase efficiency:

- Improve communications with mobile staff
- Seamless communication across multiple devices
- Streamline communications within headquarters



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for every industry

customer**FOCUS**

### Hospitality Services Solutions

For the Hospitality Industry providing dependable, cost-effective services is just as important as deploying an intuitive system that guests can use. MaVI's IP-based technology allows for a wealth of advanced yet easy to use features. Routing calls anywhere is easy with your Contact Center Solution, with calls sent to the department best suited to each call. When you need to add a new extension or additional numbers, the MaVI can make changes happen in a flash. You can even monitor call volume in real time to make sure that billing is always up to date.

#### Reduce costs and increase efficiency:

- Move or add phones with ease when new extensions are needed through the System Management portal
- Monitor call times, service use, and call quality at all times
- Ensure that calls are always answered, be it at the front desk, back office, or even your corporate headquarters

### Healthcare Industry Solutions

In the healthcare industry nothing is more important than always being available. MaVI's hybrid system allows for a seamless migration from analog to IP telephony with the added ability to interconnect with other types of systems so that the client can add new vendor applications with ease. With the ability to use Office Anywhere, unlimited voice mail, and advanced "follow me" MaVI will keep health care providers and patients in touch at all times.

#### Reduce costs and increase efficiency:

- Seamless migration path to hybrid IP telephony
- Increases productivity as Doctors can hear, review, organize, record, dictate and take calls from anywhere with internet access
- Easy management allows IT group to focus on other important issues

### Enhance Customer Experience

- Advanced "Follow Me"
- Fax and Voicemail-to-email
- Conference Solution
- Contact Center Solution
- System Management
- System Monitor
- Office Anywhere
- Hands free wireless headsets keep you in contact at all times



### MaVI IP Phones

The ergonomically designed range of MaVI IP phones allow users to access the full capabilities of VoIP, delivering outstanding High Definition (HD) voice quality and advanced features like PoE standardized to make communication much more efficient, productive and cost effective. Including Texas Instruments™ integrated silicon platform featuring market-leading programmable DSP and robust Telogy software in the BCM allows users to enjoy life-like voice quality.



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Wireless

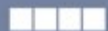






### MaVI Business Communication Manager

MaVI Business Communication Manager (BCM) offers immense value to business operations by providing a host of intelligent features, becoming the life-line of today's office environment. It not only supports the newest generation of IP phones but also works with traditional analog and digital phones in one hybrid system. MaVI is an intelligent, efficient and dependable communication system with a design based upon Class 5 switch architecture. With built in dual processors, dual hard drives and dual power supplies, there is no single point of potential failure. In case of network impairment, processing is transferred seamlessly to another available working component making the system exceedingly fault tolerant and reliable. For multi- location deployment, network reliability can be further increased by adding a second BCM to provide full redundancy. If one of the MaVI BCMs fails, inbound and outbound calls will be automatically routed to the next available BCM within your network.



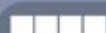
### MaVI System Management

The MaVI web portal is an efficient and powerful tool that can configure and maintain the entire communications system from a single browser. By providing an Administrator Portal for system and network engineers, you can make seamless Moves, Additions and Changes to your system on the fly. MaVI web portal also includes Extension Portal for end users to manage individual extensions from any web browser. Using our portal, end users can remotely make changes to their extension to remove or change forwarding, access and review missed calls, view call details and listen to call recordings.



### Reporting Solution

MaVI Reporting Tool provides an additional level of insight to management by extracting important data from the Call Records. Apart from CDR, MaVI also provides Automatic Call Distribution reporting which allows management to monitor and analyze efficiencies across different operation groups and departments. Utilizing our Reporting Tool, you can generate Historical reports, Ad-hoc reports, graphs and summaries with just a few clicks. MaVI Reporting Solution provides the capability to export a wide variety of reports in either Excel or PDF formats.



### System Monitor

MaVI Monitoring Interface ensures that your voice over IP provides the highest level of call quality consistently by monitoring the onboard Communication Manger. Our monitoring tool allows administrator to track system performance, configuration changes, and security settings. It also features system overview functionality to create charts and graphs that analyze overall network performance. MaVI Monitoring tools allow administrators to set alerts on metrics and configure actions to perform when those alerts are activated. You can even issue email alerts and create an escalation scheme to ensure that problems don't just fall through the cracks.



### Office Anywhere

MaVI Office Anywhere provides greater flexibility to your employees while at the same time improving their capability to answer calls by allowing users to integrate any external phone or their cell phone into the system. With one push of a button the calls can be transferred to any internal extension from an integrated cell phone or external phone. Users can also review their outgoing call list, missed calls, and access voicemail from anywhere using the MaVI extension portal.

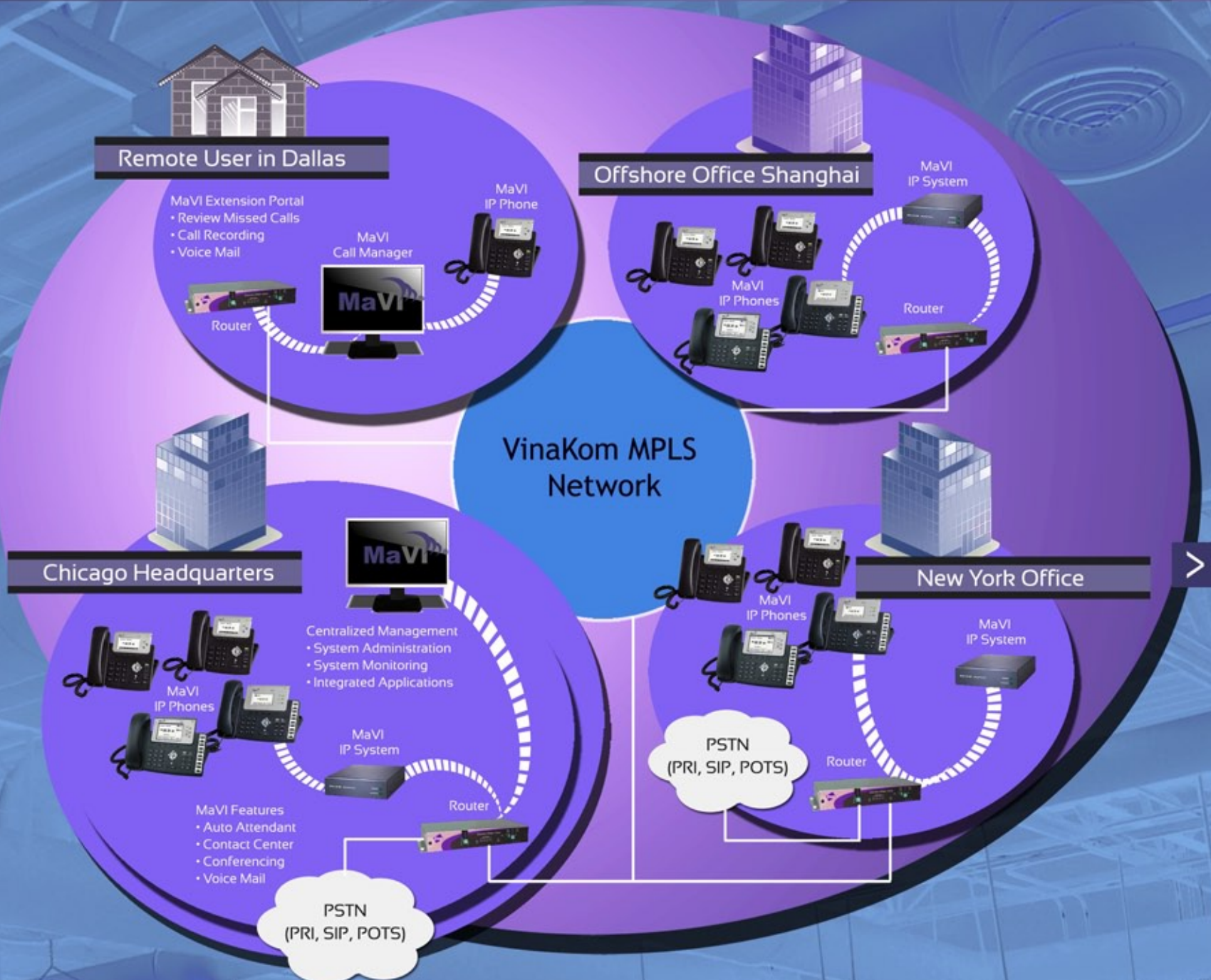


### Contact Center

MaVI Contact Center provides you with a wide range of opportunities for call centers, whether you're a small business that needs basic call distribution functionality or a large scale enterprise requiring more advanced internal routing features. Our solutions provide a range of applications to satisfy the needs of all enterprises, from basic call center capabilities to sophisticated distributed multi-media contact center routing. We make the "virtual" contact center a reality, allowing businesses to send incoming contacts to the most appropriate agent in a multi-site contact center, regardless of location. MaVI Contact Center provides the most comprehensive set of call center interaction management tools on the market – multi-media routing, universal queuing, tracking, and reporting for both inbound and outbound calls. The powerful multi-media universal queuing supports interactions such as e-mail, Web Chats, Web Requests, fax, voicemail and task lists.



# MaVI architecture



## Conference Bridging Solution

MaVI Conference Module is an enterprise-class conference solution that enables organizations to manage in-house activities and reduce the costs associated with communicating both internally and externally. MaVI Conference Module provides a rich feature set that enables you to host a conference call with your internal team members, remote employees, business partners and customers while avoiding the costs associated with purchasing a separate conference bridge. MaVI provides the ability to enjoy a full-featured professional conferencing solution with administrative and user controlled security as well as scheduling directly through the user interface, making for much easier management.

## Centralized Management Panel

MaVI's Centralized Management Panel helps you provide your callers with the highest level of professional service while ensuring that a large volume of calls are answered quickly and accurately. Developed from the ground up as a flexible tool for a departmental receptionist or corporate operator to manage enterprise communications, the Centralized Management Panel also aids in delivering a higher quality of service with detailed information provided for every call. Our powerful web-based panel can be deployed and used quickly, minimizing all the resources utilized in transferring and redirecting calls.





## MaVI: One System, Endless Possibilities

Provide the tools your business needs to grow and thrive with an enterprise class multimedia communication system. Designed from a Class 5 switching platform, MaVI exceeds the most stringent six sigma testing protocols. Our underlying design architecture ensures that your entire network, be it within one office or spanning the globe, has a stable, adaptable and intuitive communications system that keeps everyone in touch. With an array of connectivity tools and business enhancing features modeled on the GUI-driven programs people are already familiar with you can expect an immediate surge in productivity and shared knowledge.

- **Scalability**

MaVI employs the latest advances in VoIP technology and years of experience in troubleshooting the expansion of networks to create a single system that can grow or shrink to suit your needs. The only predictable element in today's marketplace is change, and the MaVI is designed to address this with a scalable network. Whether you're removing five desktops in one facility or acquiring a dozen new sites across the county, MaVI grows with your business.

- **Flexibility**

Your MaVI is not just a phone system; it's the evolution of communication. When you're not at your desk, the MaVI provides mobile connectivity via laptop, email, and traditional messaging. Unplug your MaVI desktop unit at one desk and take your calls, messages and phone number to any other point in your network with an open port. Read your faxes on the road or forward voicemail from home with one simple click. MaVI adapts to work with you.

- **Ease of Use**

The largest impediment in moving to any new system is the need to retrain all of your staff. To resolve this, the MaVI has been designed to be a partner in your business, not just another stumbling block between you and your customers. By combining an intuitive navigation menu into the desktop LCD display, new users can quickly scroll through a list of features and options, with programmable buttons to streamline your most essential everyday tasks. Finally, MaVI support is online and available anytime. One call or email puts you directly in touch with a dedicated MaVI engineer.





# GLOBAL SOLUTIONS FOR YOUR SUCCESS

[www.mavisystems.com](http://www.mavisystems.com)



**EXTENSION PORTAL**



**ADMINISTRATION**



**MAVI REPORTS**

**MaVI Web Portal**



Meeting today's challenges with tomorrow's technology™



## One System.

## Endless Possibilities.

- Office Anywhere
- Detailed Reporting
- Voicemail to Email
- Fax to Email
- System Management Portal
- Advanced Follow Me
- Conference Bridge
- System Monitoring
- Call Management Panel
- Personal Extension Portal

*"Working with MaVI Systems has been a positive experience on many levels. From a hardware and software perspective the solution has been very stable and reliable. Working closely with MaVI technical personnel, we were able to design and deploy a centralized phone system replacing five legacy phones systems with a single state-of-the-art VoIP solution."*

**- Mike Hastings, Chief Information Officer.  
The Rabine Group**

*"We are very pleased to have MaVI's Call Center application in place. As a company that has tremendous amount of inbound calling to our call centers and customer service representatives over multiple locations, it was imperative for us to have call center functionality that was robust enough to handle extreme workload. MaVI's Call Center Application does just that and it does it with ease. MaVI allows us to monitor and analyze real time agent performance, which allows us to manage our teams more efficiently."*

**-Jason Miner, System Administrator  
Ubid.com, Inc.**

*"Managing a company with multiple locations, I'm always looking for ways to keep us as streamlined as possible. We have a limited technical staff, so although we wanted a feature rich system, it was just as important for us to have one that was easy to manage. We chose MaVI because we were impressed by the MaVI Communication Manager, where we could have one person easily manage communications across our entire network."*

**-Satish Patel  
Specialty Rolled Metals**

*"MaVI has been the best communications system we have ever used. When your business is based upon constant contact with customers downtime is not acceptable, and the MaVI has gone above and beyond all of our old expectations for reliability, even alerting us to problems with call flow. Every site we open has a new MaVI system installed and added to our network seamlessly."*

**- Noman Janejo  
The Blackstone Group**

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