

# Vertical Professional Services

Leverage your investment in Vertical with on-site implementation, programming expertise, targeted training, design & integration services.

## We have your back

From the moment you become a customer, our number one priority is helping you achieve your goals and maximizing your investment in our solutions. Our services are designed to meet your needs over the lifetime of your relationship with Vertical.

## Seasoned Industry Experts

With experience in Retail, Education, Healthcare, Government, Financial Services and other industries, Vertical Professional Services provides customers with top quality consulting and IT development services to help ensure success with the adoption and use of our products.

The Vertical Professional Services team includes experts across a broad range of programming/telephony disciplines, as well as experienced application development, IT integration, and project management consultants who are available for engagements worldwide. In addition, our growing network of partners provides an expanded "virtual team" of Vertical consultants for any job.

## Designed for Success

The Vertical Professional Services team offers high-quality solution-oriented telephony and business process workflow results. Clients can leverage the expertise of our telephony and software engineer experts to solve

implementation, customization, telephony workflow, mine critical voice data, access the complete portfolio of Vertical Voice Applications software and employ state-of-the-art solutions.

## A helping hand

The Vertical Professional Services team can help your organization:

- Install and configure Vertical's suite of Voice Applications or add-on applications available from the Vertical AppStore on vertical.com, so that you achieve maximum benefit
- Customize or Extend Vertical's suite of Voice Applications to meet your business needs or integrate with existing critical business applications (e.g., Accounts Payable, CRM) or solutions from other vendors.
- Manage data migration to ensure successful deployment
- Create cross-functional, streamlined enterprise solutions or simply customize apps using the Wave® Client API for your particular industry need
- Enhance product expertise by bringing an Vertical expert in-house
- Develop custom IVR applications to reduce the workload on busy staff by automating a wider range of customer interactions, including complex, multi-step business processes.

## Winning with Confidence

Vertical's Professional Services team can augment your existing IT team or simply provide you with the expertise you need, when needed, to allow you to capture business opportunities and win.

## A phone call away

For more information contact your Authorized Wave IP Business Partner, call Vertical at 1-877-VERTICAL (1-877-837-8422) or visit [www.vertical.com](http://www.vertical.com)

