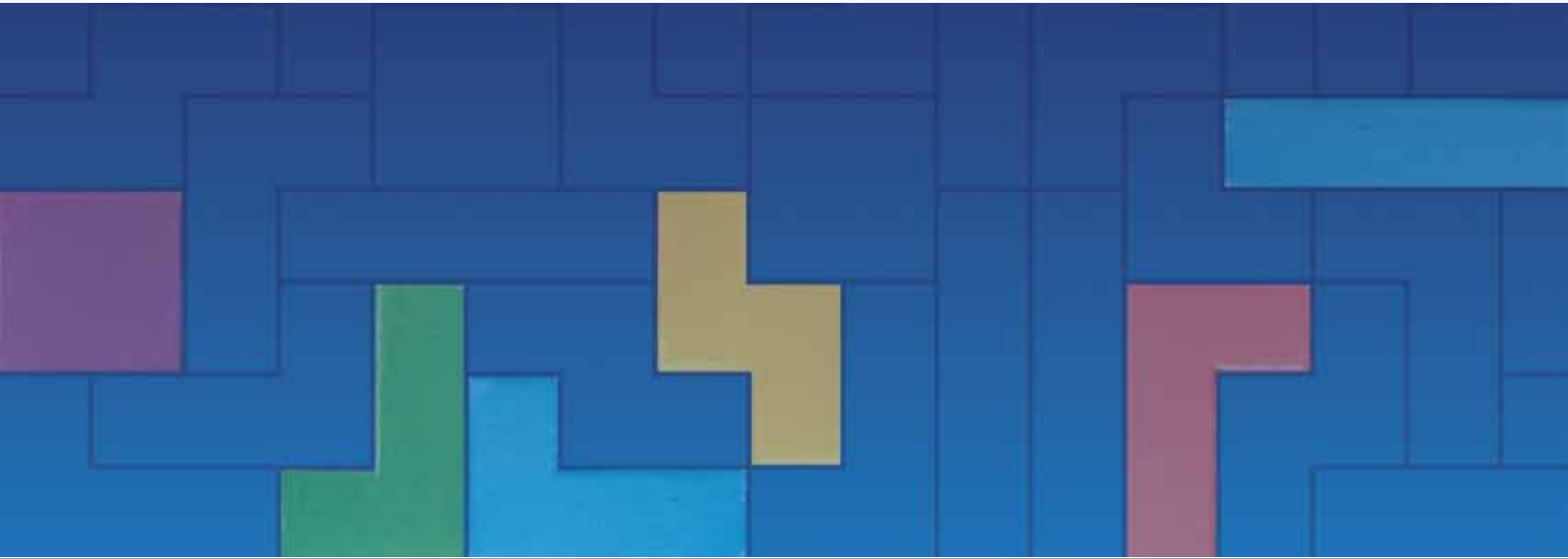


***With the on-going evolution of technologies,
ATI provides applications that enhance and
seamlessly integrate with currently-owned systems.***



Custom Integration • Voice • Data • Process Automation



ATI

Since 1987



“Making a good vendor selection is integral to success. Considering the complexity and all the people that have to come together to make it work ... we feel that a large part of the success of our initiatives can be attributed to the fact that ATI is a good vendor.”

**Napa County Superior Court
Information Technology Manager**

EARLY SUCCESS WITH IVR (Interactive Voice Response)

In 1987, ATI rooted its early success in custom telecom application development by completing some of the first Voice Mail, Speech Recognition and IVR (Interactive Voice Response) deployments in the United States. Customers included Stanford University, UC Berkeley, and Southern Pacific Railroad. These early adopters of ATI technologies were able to take advantage of productive applications that are now industry standards.

CONNECTING VOICE & DATA SYSTEMS

ATI then embraced VoIP and Unified Communications in the mid 1990's before these technologies were widely accepted within what we now know as the Communications Industry. President Steve Viets was driven to push beyond simply selling and installing digital telephone systems. He knew that voice and data systems integration was needed to assist his customers' day-to-day operations.

EVALUATION & RECOMMENDATION

Today, ATI designs and deploys solutions that are highly customized. *Whether you need an off-the-shelf product, a completely custom-built application, or a combination of the two*, we carefully evaluate and make recommendations based on compatibility. Project Managers and Technical Engineers work closely with organizations to connect and upgrade their current unrelated systems. With a large installed base of IP telephone systems, unified communication platforms and self-service interactive voice, ATI has the experience and expertise to put technology to work for your organization.

We will continue to evolve and develop emerging technologies such as Enhanced IVR and Process Automation making our customers more efficient and productive than ever. ATI's mission will always be to provide clients with the best voice and data systems combined with professional project management and support.

Are you looking to offer customers self-serve options?

Do you have cell phone and internet communication tools that consumers expect?

Is your staff still doing redundant work the old school, time-wasting, manual way?



WE CARRY EVERY PIECE OF THE PROCESS

When implementing new technology, we believe one of the most important steps is to adequately gather the end users' requirements. ATI Consulting Services deliver a well-written, thoroughly-detailed document as the foundation to ensure your project is rolled out successfully.

Our skilled Project Managers follow a time-tested protocol by providing:

- Methodical timeline documents
- Task and milestone tracking
- Regular status reports
- Effective team-building
- Technical and non-technical documentation
- Long-term follow-through beyond system implementation

WHAT SOLUTION FITS YOU BEST?

Organizations are often looking to address their multi-site or multi-application system goals. ATI works closely with its clients to discover and produce designs that work the way our clients work. Our technology upgrades have aided a variety of industries:

- | | | |
|--------------------------|----------------------------|----------------------|
| ■ <i>Financial</i> | ■ <i>Government</i> | ■ <i>Hospitality</i> |
| ■ <i>Social Services</i> | ■ <i>Courts</i> | ■ <i>Healthcare</i> |
| ■ <i>Education</i> | ■ <i>City & County</i> | ■ <i>Retail</i> |

WHAT DOES YOUR ORGANIZATION NEED?

- | | |
|---------------------------------|----------------------------------|
| ■ <i>VoIP</i> | ■ <i>Wireless (WiFi)</i> |
| ■ <i>Contact Centers</i> | ■ <i>Application Development</i> |
| ■ <i>Unified Communications</i> | ■ <i>IVR/IWR</i> |
| ■ <i>Audio/Web Conferencing</i> | ■ <i>Process Automation</i> |
| ■ <i>HD Video Conferencing</i> | ■ <i>Professional Services</i> |

“Not your basic IVR”



“We contacted ATI because our call load became more than what our staff could handle efficiently.”

City of Antioch Financial Services

AUTOMATION - A BETTER APPROACH TO CONSUMER MANAGEMENT

- **Increase** Customer **SELF-SERVE OPTIONS**
- **Decrease** Staff's **REDUNDANT TASKS** up to 80%
- **CONNECT UNRELATED** Technology **SYSTEMS** to "talk" to one another
- **STRENGTHEN CUSTOMER RESPONSE** with New Web/Phone Tools

We design and deploy Business Process Automation systems quickly and securely for our clients. YOU have a business to run; let us worry about putting the new technology in place.

ATI has designed and installed custom solutions for some of the biggest and best known companies throughout the United States.

- *San Francisco 49ers*
- *Hollywood Production Centers*
- *County of Alameda*
- *Hewlett Packard*
- *Palo Alto Medical Foundation*
- *City of Antioch*
- *Jamba Juice*
- *San Francisco Bar Association*
- *University of San Francisco*
- *William O'Neil Investors*
- *Napa County Superior Court*
- *UCLA*



Custom Integration • Voice • Data • Process Automation

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