



# Professional Services Offerings

Custom Integration • Voice • Data • Process Automation

*Custom Solution Development*

*System / Process Analysis and Documentation*

*Requirements Gathering and Statement of Work Documents*

*Project Management*

*Technology Recommendations*

*Workflow Automation*

*Customer Self-Service Applications*

## **Custom Solution Development**

ATI creates custom solutions to fill technology gaps within existing systems. Where current system interfaces are too limiting, we extend their reach. We also provide integration of unrelated systems, process automation services where automation does not currently exist, and custom reporting/reconciliation solutions.

## **System/Process Analysis and Documentation**

We complete a thorough analysis of existing workflow processes and provide a detailed document to meet enterprise requirements such as compliance, and to create a starting point for technology recommendations. This documentation can also serve as a training tool to reduce the risk where only one key employee fully understands a complex business practice.

## **Requirements Gathering and Statement of Work**

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.

## **Project Management**

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

**800-333-8394**

[www.ati-cti.com](http://www.ati-cti.com)

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## Workflow Automation

Let us recommend solutions in key areas of technology, where our expertise will guide you to a successful solution. ATI is always aware of the most economical, user-friendly technologies that will support businesses today. We continually research and formulate what applications are the best of the best. Simply replacing your current system is not the answer. We're here to listen and point you in the right direction.

## Customer Self-Service Applications

ATI designs and implements Custom Workflow Solutions to streamline operational and sales processes. Streamlining processes reduces effort and increases efficiency/accuracy all while reducing costs. The products we carry offer workflow object queuing, event-based automation, and modular tools that define inputs, processing, outputs and alerts. We specialize in the integration of workflow objects with related telephone calls and emails, thus creating a complete solution.

***Whether you need an off-the-shelf product, a completely custom-built application, or a combination of the two, our expertise will get you the system design you need quickly; and our development staff will create and deploy your solution with minimal effort from your organization.***

## Leading Technology Provider since 1987

ATI is a provider of telecommunications and automation applications. We develop and deliver a broad range of customized solutions employing single or multimedia applications:

- Speech recognition engines
- CTI
- All major hosted database platforms
- Integration of workflow objectives and live contact center personnel

Headquartered in Emeryville, California we also have offices in Glendale and Modesto, and technicians throughout the state. All ATI development and support staff are located in the states; we do not outsource our professional services to overseas contractors. Our highly-trained team brings nearly two decades of experience and commitment to enterprises requiring customized voice and automation solutions.



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