

TELECOMMUNICATION

» In today's market, just communicating isn't enough.

Today's telecommunication and networking environments demand more than ever. The evolution from platform to network based infrastructures makes the highest quality of service coupled with unprecedented levels of reliability an absolute necessity to achieve competitive levels of organizational effectiveness and efficiency.

At the individual level, stovepipe technology is giving way to the integrated PC, cell phone, PDA personal network. Integration applications and abilities have to remain ahead of the technology curve to overcome the challenges of lagging budgets.

At Panacea, we know that success comes through leveraging the most talented and creative employees to meet this ever-increasing level of productivity.

From Start to Finish. We analyze, design and implement comprehensive solutions.

When the U.S. Department of Labor needed an enterprise telecommunications solution, they called Panacea. We designed, installed, operated and maintained a national telecommunication solution based on a Definity G3SI PBX and Intuity Voice Messaging System. Panacea staff members performed requirements analysis, and designed, implemented, operated and maintained the nationwide telecommunications solution. The implementation resulted in a 50% reduction in telephone costs and increased utilization of existing lines and trunks.

Leveraging What You Have. We leverage existing telecommunications solutions to increase functionality and prolong investment life.

When faced with near term marginal performance and long-term replacement of their existing call center management system, the Pentagon's Joint Staff Office of the Chief Information Officer engaged Panacea. Within 60 days Panacea engineered, integrated, and installed a fully operable and cost effective system upgrade. The full solution delivered all critical features while deferring the need for immediate system

replacement. As an added value, Panacea identified and reconfigured existing circuits to attain an optimal level of utilization.

Networks. We leverage our client's network investment.

Panacea staff has performed network planning, design, and installation tasks for all seven layers of the OSI Model (i.e., Application, Presentation, Session, Transport, Network, Data Link, and Physical), and has designed extended channel configurations using non-collapsible FDDI backbones, ATM, Frame Relay, and SMDS.

Our expertise extends to network hardware platforms, network operating systems, and industry standards such as ISO 8802-3 and IEEE 802.3. We continually exploit new technologies such as Fast EtherChannels, port based Virtual Local Area Networks (VLANs), Dynamic Inter Switch Links (DISLs), VLA Trunking Protocol (VTP), Spanning Tree Protocol (STP), and Priority Queuing.

We're vigilant in our research and study of emerging networking technologies, gauging their potential ROI for our customers and to sustain a position of advantage on the competitive curve.

Size and Scale. Experience tailoring solutions to fit your needs.

Panacea staff develops, implements, manages, and maintains a variety of solutions on a National to International scale. Our telecommunications and networking customer base includes the following:

- U.S. Department of Labor, Employment Standards Administration
350 locations, 5,000 total users
- Occupational Safety & Health Administration (OSHA) network
over 5,000 users dispersed over 150 locations nationwide
- U. S. Postal Inspection Services
over 4,000 users, located over 190 sites nationwide
- U. S. Army Medical Information Systems
8,000 users within 14 bases in CONUS and in Europe



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Personal Networks. Panacea has successfully implemented personal networks both internally and at the agency level.

We are a virtual corporation, whose staff is always connected using our secure virtual private network (VPN) from remote locations, a Treo™ 600, Blackberry or similar device when mobile, or at Panacea's offices via a traditional LAN. We have successfully implemented agency level personal networks in the same manner, ensuring that time-critical information is communicated to key decision-makers.

At Panacea, we continually leverage our integrated virtual corporate environment to deliver our services and solutions to our customers, making our talented and creative staff effective, efficient and productive.

PANACEA SUCCESS STORIES

The U.S. Department of Labor.

Panacea designed, installed and administered a nationwide Definity G3SI PBX and Intuity Voice Messaging System at headquarters, regional and local offices, built to the specifications of the Department of Labor (DOL), Employment Standards Administration (ESA).

The solution increased telephone versatility and voice messaging capabilities for approximately 3,000 users, and data and fax services for 300 users. The PBX replaced multiple existing Merlin II KeySystems and Legend Voice Mailing systems used by individual programs. Panacea provided liaison between DOL and Lucent Technologies for size and volume of service specifications, user volume, fax and data volume, station equipment type required, pricing and individual subscriber details and specifications.

We presented available properties and features to Department Directors and assisted them in determining common and individual specific feature implementation. We were responsible for equipment

adds, moves, changes, disconnects and generated repair calls, including: initial programming and maintenance of feature and usage restrictions, voice mail box set up and maintenance, trouble shooting, and user inquiries. Panacea's efforts resulted in a 50% reduction in telephone costs and increased utilization of available lines and trunks.

The Department of Defense Joint Staff Office of the Chief Information Officer (OCIO).

Panacea designed, project managed, installed, and maintained the Call Management System (CMS) in support of the JS OCIO's consolidated Help Desk. Our project plan started with the existing system configuration and assessment, then added upgrades of Government equipment, re-configuration of phone lines, extensions and hunt groups, installation, system stress testing, documentation, and training for executive staff and Tier I through Tier III call center technicians and managers.

Our CMS solution provides detailed, real-time Automated Call Distribution (ACD) activity, adjustable replay of ACD activity, forecasting and traffic analysis, and comprehensive historical reporting allowing the OCIO to continuously improve its help desk and call center business process.

Panacea also provided on-call software and hardware maintenance support five days a week for any CMS related problems. As a preventative measure to CMS software and hardware related issues, Panacea made provision to propose system upgrades in advance of the equipment reaching its operating life end, or if it otherwise becomes unsupportable.

CONTACT

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