

Customer analysis

Information questionnaire (Confidential)

Date:

Company:

Name of contact person for telecommunication infrastructure:

Telephone number of contact person for telecommunication infrastructure:

Name of contact person EDP/Network:

Telephone number of contact person EDP/Network:

Processed by:

If possible, please ensure you have a copy of the following documents prepared for the second meeting:

- ☐ Telephone system leasing contracts
- ☐ Telephone system description
- ☐ Telephone maintenance contracts
- ☐ Average monthly telephone bill
- ☐ Network plans (active components)
- ☐ Building plans (for DECT/WLAN)
- ☐ Telephone connection to public network

Thank you very much for your cooperation!

Your targets and requests

How important do you consider the following factors? (Please mark with a cross)

	Very important	Important	Not very important
security (e.g. firewall, voice encryption)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Integration of existing applications (e.g. LDAP, Fax-to-Email)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voice-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unified Messaging (UMS) (Fax-to-Email)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer Telephony Integration (CTI)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automatic Call Distribution (ACD)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GSM Gateway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One Number concepts (Handy & extension number available under one extension number)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cordless telephony with roaming for main location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cordless telephony with roaming for multiple locations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer switchboard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Will the current active components continue to exist?

☐ Yes ☐ No

Will a call centre be in operation?

☐ Yes ☐ No

If yes, number of agents: _____

Do you request cordless telephony?

☐ Yes ☐ No

If yes, does a DECT/WLAN infrastructure already exist?

☐ Yes ☐ No

If yes, which one? _____

Please describe briefly which targets and requests you would like to achieve concerning telecommunications, or which aims and requests you are pursuing.

General company information

Who is advising you on the following topics?

	Company name	Date and manner of last communication
Telecommunication		
Internet/Firewall		
EDP/network technology		

Do you have branch offices / home offices?

☐ Yes ☐ No

Where are you located (exact addresses please)?

	Address	Type of telephone connection		
		PRI	BRI	Analogue
Location 1		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location 2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location 3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location 4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location 5		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location 6		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you use different telephone systems at each location?

☐ Yes ☐ No

If yes, which ones? _____

Are you planning to open any branch office/ home offices?

☐ Yes ☐ No

What role does telecommunication play in the handling of your company's daily business?

☐ Very important ☐ Important ☐ Not very important

What kinds of networks exist in your company?

☐ Over multiple locations ☐ Decentralised networks (not networked) ☐ No network

How high are your maintenance costs for the various telephone systems at the locations? _____

Do rental contracts or leasing contracts for old telephone systems expire at different times?

☐ Yes ☐ No

When do the rental contracts or leasing contracts for old telephone systems expire?

EDP/Network technology

Which cabling is used at the *work stations*?

- ☐ CAT5 ☐ CAT7 ☐ Optical fibre ☐ Other: _____

What *bandwidth* do you have at the *work stations*?

- ☐ 10Mbit ☐ 100Mbit ☐ 1Gbit

Which *mail system* do you use?

- ☐ Exchange ☐ Lotus Notes ☐ Other: _____

Which *operating systems* do you use on your *servers*?

	Unix	Linux	NT	Other
Location 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Location 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Location 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Location 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Location 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Location 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Which *applications* run on the *servers*?

Which *applications* run on the *work stations*?

Do you use *Terminal Sessions* (Citrix) or *Remote Desktop* at the *work stations*?

- ☐ Yes ☐ No

Which *operating system* do you use at the *work stations*?

- ☐ Windows ☐ Unix/Linux ☐ Mac OS ☐ Other: _____

Which *components* are used?

- ☐ Hubs ☐ Layer 2 Switches ☐ Layer 3 Switches ☐ Router ☐ Other: _____

Are your switches capable of PoE?

- ☐ Yes ☐ No

Are your switches voice ready?

- ☐ Yes ☐ No

If yes, QOS (Quality of Service) features of the switches?

- ☐ VLANs ☐ Several VLANs on one port ☐ TOS/DiffSERV

Are active components operated *redundantly*?

- ☐ Yes ☐ No

Have you entered into a *hardware maintenance contract*?

- ☐ Yes ☐ No

If yes, with whom? _____

Do you use a *Customer Relationship (CRM) solution*?

- ☐ Yes ☐ No

If yes, which one? _____

If yes, have you entered into a maintenance contract for the CRM solution?

- ☐ Yes ☐ No

If yes, with whom? _____

Do you currently have *data connections* to your locations/home offices?

- ☐ Yes ☐ No

If yes, which connections do you have?

- ☐ Switched connection ☐ Dedicated line ☐ Satellite connection
☐ VPN ☐ MPLS ☐ Other: _____

Are these *secure connections*?

- ☐ Yes ☐ No

What *bandwidth* do the existing data connections have?

- ☐ 64Kbit ☐ 128Kbit ☐ 256Kbit
☐ 512 Kbit ☐ Other: _____

Do these connections have *QOS mechanisms for prioritizing voice*?

- ☐ Yes ☐ No

What *costs* arise from the current *connection type(s)* (in Euro)?

What *average bandwidth* do you expect to need?

- ☐ 64Kbit ☐ 128Kbit ☐ 256Kbit
☐ 512 Kbit ☐ Other: _____

How many and which locations should be connected in the future? (Please mark with a cross)

Location 1	<input type="checkbox"/>
Location 2	<input type="checkbox"/>
Location 3	<input type="checkbox"/>
Location 4	<input type="checkbox"/>
Location 5	<input type="checkbox"/>
Location 6	<input type="checkbox"/>
None	<input type="checkbox"/>

How many *terminals* do you need ...

... at the main location? _____

... at the other locations? _____

How many high-end telephones? _____

How many standard telephones? _____

How many basic telephones? _____

Should the local ISDN trunks be switched to the central side?

☐ yes ☐ no ☐ partially

Should there be a *central ISDN or SIP trunk*?

☐ yes ☐ no

Do *employees* often change offices or *locations* within the company?

☐ yes ☐ no

Do *home offices* need to be connected?

☐ yes ☐ no

If yes, how many? _____

Do you intend to use *SIP trunks* instead of ISDN connections?

☐ yes ☐ no ☐ in some cases

If yes, is your firewall SIP capable?

☐ yes ☐ no

How many calls to the public network should be possible at the same? _____