

INTER-TEL SOLUTIONS FOR REAL ESTATE

Communication is a critical component in the real estate sales industry, and maintaining a successful real estate business is more complicated these days as a result of the Internet. With technological advances, many of today's web savvy customers search for properties, receive financial approval and make an offer all via the Internet. The real estate industry is leveraging the new methods of communication that are available to gain the edge in this fast-paced and growing industry.

Through the effective use of technology, today's real estate professionals can:

- ▶ Improve client relations and increase customer care
- ▶ Enable new methods of communication (voice and data)
- ▶ Reduce telecommunication network costs
- ▶ Improve internal and external communications with highly customized applications
- ▶ Provide a personal touch through web-based property listings
- ▶ Improve overall efficiency while reducing costs



"We started out as a small office with 10 employees and have grown to an office of 40+ agents. Inter-Tel's system has expanded with the growth our business operations. Our Inter-Tel dealer designed the best solutions based on our needs. Inter-Tel's features are flexible which suits our agents personalities, and we are especially pleased with the record-a-call feature that has protected the business' complex contractual issues."

Michael Cooper, Broker/Owner, RE/MAX, Colorado Springs, CO

"We have multiple locations installed with Inter-Tel's system. This system does everything we need because it is easy to use, our agents like its ability to locate them, and it meets our company's standards to deliver premium customer service to our client."

Gail Huffman, Operating Partner, Keller Williams, Houston, TX

With over three decades experience in the telecommunications industry, Inter-Tel offers one of the most feature-rich and cost-effective telecommunications solutions in the marketplace today. By offering a total converged solution that includes emerging technologies and applications, Inter-Tel meets the needs of real estate industry. Whether you are looking for ways to improve customer care, reduce expenses or improve the overall efficiency of your organization, Inter-Tel's ongoing commitment to new technology ensures that your communications platform will expand to meet your future needs while solving your challenges today.



"Communications are the most important aspect of our business because my agents are out in the field all the time. When you put all the pieces together, the power of our system comes from having a unified solution. This allows our agents to sell more by operating more efficiently which made us very happy with the system."
Jeff Bryd, President, Eagle Realty, Roseville, MN

"We have been an Inter-Tel customer for over 10 years, and we currently have Inter-Tel systems in our 8 locations. We can't say enough about Inter-Tel's responsiveness to our needs both for the technology and especially for the attentive service and relationship we have with our Inter-Tel representative."
Betty Karp, VP of Operations, Heritage Properties, Houston, TX

WHY INTER-TEL?

- ▶ **INVESTMENT PROTECTION:** Only one integrated communications system meets all the challenges you face in building your business.
 - ▶ Add applications and upgrade system capabilities through software
 - ▶ Increase functionality, portability and application flexibility, while you decrease expenses
 - ▶ Focus on growing your business with the confidence that Inter-Tel will adapt as your needs change
- ▶ **IN THE OFFICE OR ON THE GO:** Sales associates have new mobility they need when using Inter-Tel's solutions.
 - ▶ Call forwarding options allow phones to be forwarded to cell phones and pagers
- ▶ **COMPREHENSIVE MAIL MANAGEMENT:** Customer service is essential to meeting prospective buyer's needs.
 - ▶ Streamline approvals with the ability to receive faxes, voicemail, or recorded calls into your e-mail system for forwarding to key associates
 - ▶ Make property information accessible via a phone call or the Internet 24 X 7
 - ▶ Salespeople can be tracked down via their voice mail, cellular phone or pager
- ▶ **MANAGEABILITY:** Inter-Tel makes administration easy.
 - ▶ Intuitive Windows-based GUI for simple account management and administration
 - ▶ Call accounting and call center solutions designed to make billing specific offices, individuals or departments a breeze
- ▶ **NETWORK BANDWIDTH:** Internet connectivity customized to your needs along with DID numbers, Frame Relay or Virtual Private Networking (VPN) solutions, switched or dedicated services.
 - ▶ Minimize your local and long distance monthly costs
- ▶ **FLEXIBLE FINANCING:** Inter-Tel offers all customers unique financing opportunities to help budget your monthly operating costs.



"We didn't take the decision to purchase a new communications solution lightly, and today we are very happy with Inter-Tel's ability to integrate our locations with the latest networking technology, while simultaneously delivering an immediate cost savings. Inter-Tel's support and warranty programs, additionally have given us the confidence that we made the right choice for our Houston operations."

Terri Anderson, Assistant VP of Administration,
First American Title Insurance Company, Houston, TX



COST EFFECTIVE MULTI-LOCATIONS

MULTI-LOCATION BENEFITS

- ▶ Decrease your monthly network expenses by deploying Frame Relay or Virtual Private Networks (VPN) between locations
- ▶ Access any location through a 5-digit extension
- ▶ Centralize your call processing to reduce duplicate general administrative costs

"We chose Inter-Tel because their connectivity solution positions Transwestern as a value added property management company. Inter-Tel's communications platform with networking delivers a full featured, scalable system to our regional office, while maximizing efficiencies at our remote locations through their IP phone solution. The value is connectivity and it is remarkable that our clients can dial a number with an extension and seamlessly reach any other remote IP phone or any other phone in the rest of the region as though it was an intercom call. Inter-Tel expands our reach and we plan to apply the application across the country."

Marc Fischer, VP of Management Services, Transwestern, Columbia, MD

WORK FROM ANYWHERE

REMOTE LOCATION BENEFITS

- ▶ Full display functionality, extension and DID number assignment
- ▶ Full voicemail capability
- ▶ Voice announce via desktop intercom
- ▶ Add Talk-to-Agent so clients can call your office from a click on your property listing web page





WHERE TO BUY?

Geographical borders do not limit your communications needs or Inter-Tel's customer support. With more than 500 direct sales offices and dealers in the U.S. and abroad, Inter-Tel is there for you around the world. Visit www.inter-tel.com to find an office near you.

INTER-TEL[®]
Your Connection to the Future

7300 West Boston
Chandler, AZ 85226
(480) 961-9000

www.inter-tel.com

Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Specifications are subject to change without notice. Some features may require additional hardware and/or specific software.

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Part #835.2501
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