

The Iwatsu Major Accounts Group operates as an extension to your business, which means we deliver more than quality business phones. Our dedicated job is to make sure you are completely satisfied with every aspect of your communication system. The Major Accounts Group is committed to providing a first class quality of service, support and industry knowledge. - Cherie Haynes, Mgr. Major Accounts Group

What does the Major Accounts Group do for me?

Saves you time, unnecessary costs and headaches. We know that purchasing a new communications system for your company can be a challenging ordeal, even if you are experienced in doing so. Iwatsu's Major Accounts Group is here to assist you in easing this process, acting as your single point of contact on each stage of the project. From the initial system design, through the implementation of your new communications system, a dedicated MAG representative will act as the direct liaison between you and all parties involved, ensuring a smooth and coordinated project from start to finish. Throughout the life of your system, you will have an expert MAG resource dedicated to you and the support of your systems.

That sounds great, but my application is a little unique. Can MAG handle a curveball?

Unique and customized applications are second nature to Iwatsu. Your dedicated MAG project coordinator will work directly with you and your staff on designing and implementing any applications specific for your organization. This might include designing a customized IVR application, integrating an existing CRM software package to your new system, or implementing an ACD Call Center solution, just to name a few. Your MAG project coordinator will also act as your direct link to Iwatsu's award winning Technical Support Department.

Support is important, but what are the fiscal benefits of the program?

As a major account you will enjoy a simplified accounts payable process with centralized billing for all locations, no upfront costs and flexible financing programs available to Iwatsu Major Accounts customers. All of this is handled through your dedicated MAG coordinator with no surprises and no hidden fees. In addition, as an Iwatsu Major Accounts customer, you will have access to special promotions and pricing that are not published for those outside the MAG program.

We have multiple locations across the U.S. that we are interested in networking. What's the benefit of going through the Iwatsu MAG?

The Major Accounts Group will coordinate with Iwatsu's nationwide dealer network of over 250 authorized distributors to ease your migration. There are also benefits in addition to the special equipment and labor pricing you will receive. By standardizing all of your business locations on one technology you can expect to see lower overall costs and improved customer support.



My IT Manager will have a number of questions. Will the MAG help train my IT staff on the new equipment?

Absolutely. Your staff may enroll and attend a technical training class at our Corporate Training Center located in Irving, Texas and will be trained by a member of the Iwatsu Field Engineering team on all of the ins and outs of your communication system. If desired, Iwatsu will even certify those attendees, who qualify, on the Iwatsu platform, significantly reducing maintenance costs that are spent on hiring outside technicians or distributors.



Customized web pages with access to your uniform pricing and paperwork

MAG Benefits

- Direct relationship with the manufacturer
- Standardization of equipment across business locations lowers overall costs and eases customer support
- Uniform pricing of equipment and labor for nationwide locations
- Volume purchasing incentives
- Flexible Financing
- Simplified accounts payable processing with centralized billing and no upfront costs
- An assigned Account Coordinator will be your single point of contact within Iwatsu
- Customized web portals to access information specific to your company's applications
- Technical training and certification of your staff at our Corporate Training Center enabling them to maintain and make programming changes to your system, which will significantly reduce your maintenance costs
- Additional assistance with site surveys and proposals configuration
- MAG warranty coverage includes a standard two year warranty on all Iwatsu manufactured components

For More information on IwatsuVoice Networks and the Major Accounts Group visit www.iwatsu.com.