



Our knowledge is your power.

TELECOMMUNICATION ACCOUNT MANAGEMENT • CUSTOM SOLUTIONS • MEASURABLE TIME AND COST SAVINGS

Ninety percent of companies aren't taking advantage of federal tax credits...am I one of them?

How long did I wait on hold to get issues resolved?

How much time did I spend on my last resolution?

When is the last time my vendor looked at lowering my existing bill? Or told me about better technology and competitive offerings?

What would I do with the time and money that I no longer waste on billing errors, inaccuracies and other factors?

12 to 20 percent of telecommunication charges are in error. 85% of those errors are in the carrier's favor.

Gartner analyst Eric Goodness

Launched in 1997, InfoLink was born with a mission plain and simple: to give companies back both time and money by improving telecommunication operations.

The mission began as InfoLink President Ray Schmitz experienced life from the other side of the telecommunication fence. Working as an independent arm of a major carrier, he became inspired to solve the industry's frustrations: high turnover of customer reps; poor conflict resolution; and abundant paperwork filled with billing inaccuracies.

Six-Figure Savings Potential InfoLink Communications is now one of the industry's most respected leaders in telecommunications account management. The InfoLink team has the knowledge that delivers increased operational efficiency; the experience to alleviate the headaches plaguing today's telecommunication departments; and the power to produce six-figure savings for clients like SXC Health Solutions and Insurance Auto Auctions.

Skyrocketing Efficiency It's easy to put a number on cost savings with InfoLink. Typically, telecommunication costs are reduced by 25% or more. But is it possible to quantify time savings? In a word, yes. After outsourcing to InfoLink, clients have reported a 70% increase in efficiency when focusing on core business instead of billing issues, outages and everything in between.

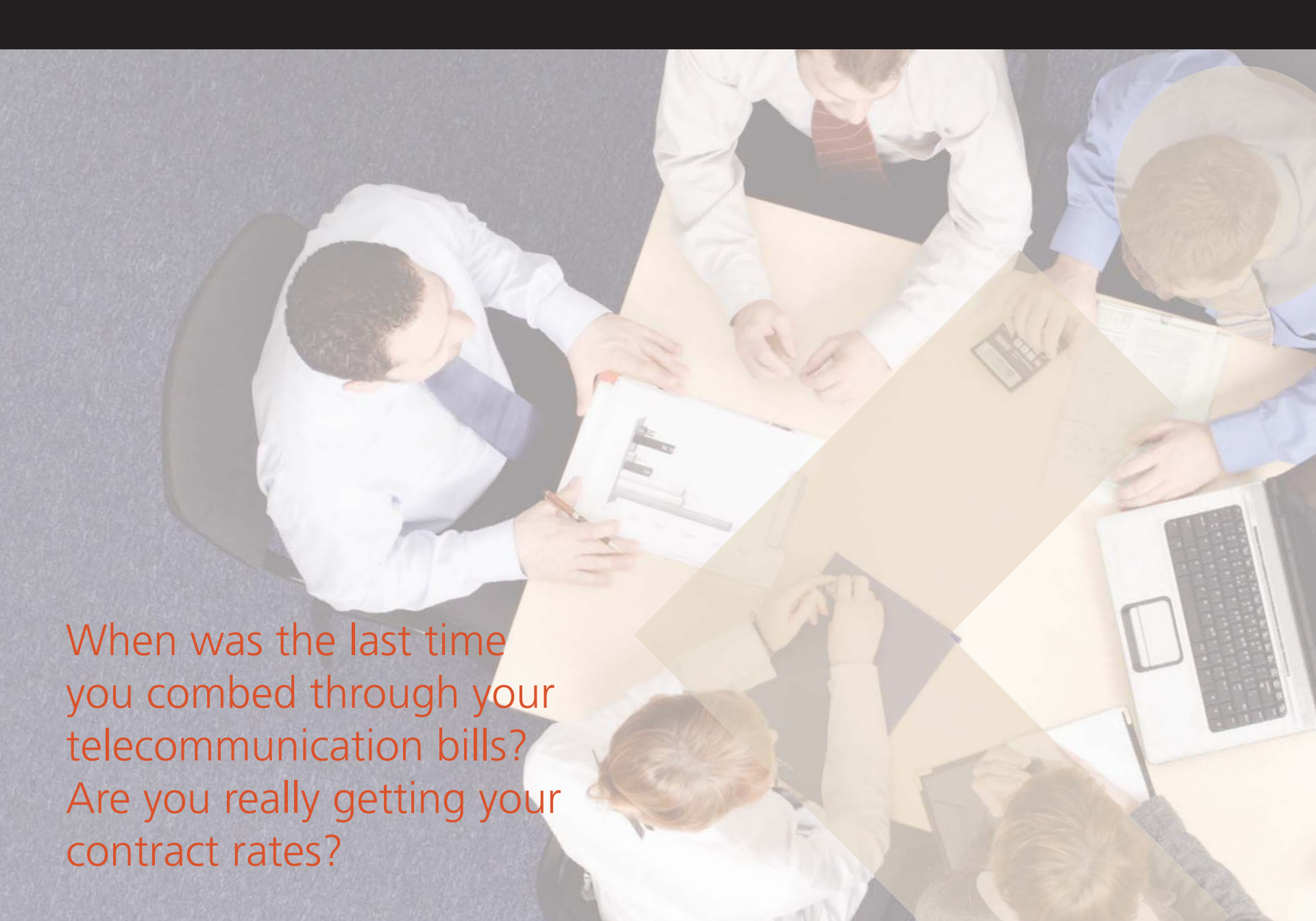


It's time to meet Infolink. Our knowledge is your power.

"Working with Telecommunication companies is often a nightmare and has been for years. Carriers are concerned with their bottom line, market share and top line revenue—not telecom account management. Companies need someone with proven know-how and unrelenting drive to uncover measureable cost and efficiency savings.

That someone is Infolink."

Ray Schmitz, President of InfoLink



When was the last time
you combed through your
telecommunication bills?
Are you really getting your
contract rates?

Non-stop management you can count on.

YourLink is a unique, comprehensive offering of InfoLink's cost- and time-saving services. But, it's really much more than that. It's a strategic relationship that is in constant motion to better your business. With InfoLink's expertise at their fingertips, companies have the power they need, when they need it, to handle any situation that arises. It's total peace of mind as a result of partnering with the best.

Looking Out for You

YourLink is the key to getting what you want even before you know you need it. The service features our proactive consultation process that will keep you aware of technology advances, competitive offerings and cost savings. Unlike the typical audit, YourLink is ongoing account management. We proactively look at lowering your cost structure—and not just occasionally. We are continually searching for ways to save you money... by uncovering billing inaccuracies, by finding a new carrier with a better plan, or by ensuring your existing carrier is living up to the contract. YourLink is more than credit discovery; it's credit enlightenment.

Support Guaranteed

From carrier migration, to phone system upgrades, to location moves, YourLink guarantees total project management. Beyond telecommunication audits and credit discovery, YourLink offers clients easy, online access to valuation inventory documentation of the carrier infrastructure, including contract rates and expiration dates, carrier escalation lists, and circuit IDs.

Day In, Day Out Assistance

YourLink also features a Help Desk with real-time support, online or toll free, for assistance with project management, trouble tickets, comparison pricing, order status and much more. Clients can modify systems or perform a circuit tune up. Tell us what you need and where, then consider it done.



YourLink...let our business take care of yours.

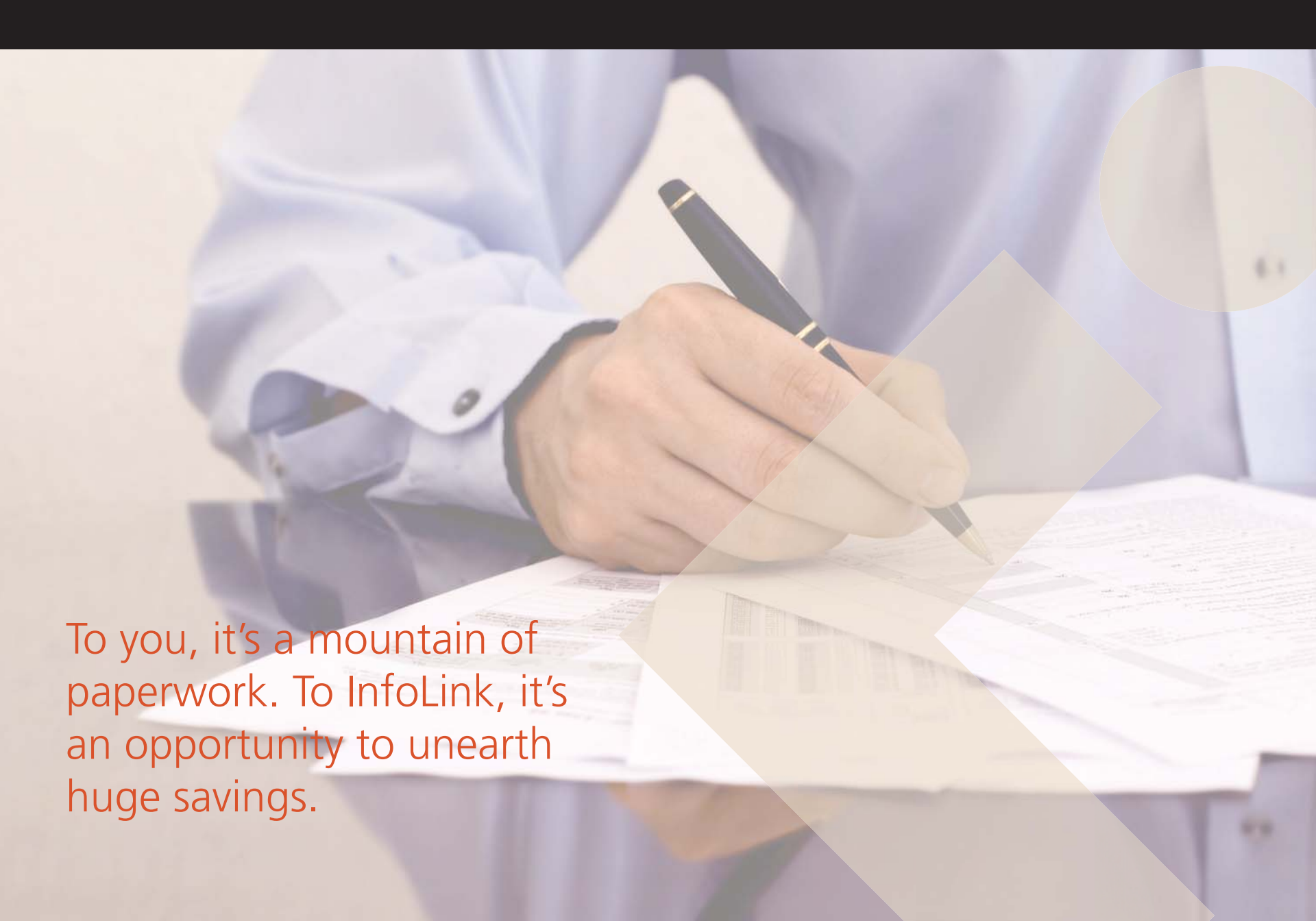
YourLink customer SXC Health Solutions works with 17,000 pharmaceutical networks, government agencies and nationally known health providers.

Its telecommunication network is the organization's lifeblood. Unfortunately, as the company grew, its blood was being drained by telecommunication issues.

SXC asked InfoLink to come on board and found that the team quickly understood its complex operation. After in-depth reviews and price negotiations were completed, SXC was ecstatic with its new carrier and its savings of \$190,000. InfoLink is now considered a true extension of the SXC network and the one constant in an ever-changing industry.

"InfoLink is like a missile. All I have to do is lodge them and they will hit the mark 100% of the time."

Kevin Beveridge, Director of Network Services for SXC



To you, it's a mountain of paperwork. To InfoLink, it's an opportunity to unearth huge savings.

So much to do, and so little time to do it.

Day-to-day corporate activities like network maintenance and new installations are more than enough to keep telecommunication employees on their toes. Without the resources to analyze telecommunications, companies are losing thousands of dollars...unknowingly. But who has time to review page after page of bills, contracts, or equipment leases?

Our point, exactly.

Telecommunication Audit At InfoLink, we have tunnel vision when it comes to client satisfaction. We put our experience to work, getting inside your paper trail and typically saving you 20 to 50% through our Telecommunication Audit process. For some of our clients, the savings have added up to \$500,000 or more. Using specialized software and rate comparisons, we uncover billing errors and discover the optimal alternatives to ensure your telecommunications is performing at the best price possible.

Credit Discovery Sometimes, what you don't know can hurt you...right in the pocketbook. Because we keep on top of the latest regulations, developments and offerings in the telecommunication industry, we can help our clients stay ahead of the game. We're able to obtain large federal tax credits for virtually all of our clients.

"InfoLink's discovery of our current services and service consolidation efforts saved us nearly \$37,000 per month. In addition, they brought better solutions to the table that enabled our staff to be more efficient and grow within our market."

Karl Burnette, Senior Network Engineer for TravelCLICK, Inc.



Our knowledge is your power.

Enjoy a worry-free day...every day.

Whether it's a small expansion or an entirely new network, the InfoLink team will research the options and recommend the system that will serve you best. And then we make sure it's done right.

We're the go-between source that manages your project from end to end, taking care that your expectations are continually met and keeping you informed throughout the process.

InfoLink interfaces seamlessly among service carriers, hardware manufacturers, installers and our clients. But, then again, why shouldn't we? After so many years in the industry, we've grown quite familiar with its occupants and their capabilities. We speak the language and translate it proficiently for your workplace.



InfoLink

For more information about our products and services:
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