Thank you for taking the time to look at a brief synopsis of Seamless Communications Group history.

What follows is a brief chronology of R&D and UC efforts SCG has been involved in to include unsolicited comments and several letters from individuals who became involved and aware of the difference our capabilities brought to medium to large scale UC efforts.

From early on we have established the ability to work with teams of talented people providing support, solutions and resolving problems before they actually became problems. Here are a few clips from LinkedIn. The first one establishes R&D capabilities.

George Del Vecchio, V

Engineering Leadership

December 8, 2009, George was senior to Carl but didn't manage directly

I had the opportunity to work with Carl at Eastman Kodak while working for the Kodak's Health Imaging group. Carl was a conscientious worker, often improving on or coming up with solutions to problems we hadn't even anticipated yet. He is very technical in nature and extremely forward thinking at work and in his community.

The next two establish our Telecommunications capabilities.

Paul Sacca

President, Net-Tel Search - Leader in Telecom Recruitment Specialties
December 3, 2009, Carl was a client of Paul's

Carl, is just an unbelievably smart individual! SUPERSTAR technically talented telecommunication experience professional. Dedicated & loyal to his customers and his employers. Enjoys a stellar reputation in the telecommunication industry. Carl , has earned our highest recommendation. With all sincerity Paul Paul Sacca President Net-Tel Search NY Office: 716-824-5494 New York or North Carolina Offices: Toll Free: 866-651-8377 EM: psacca@net-telsearch.com www.net-telsearch.com LinkedIn: http://www.linkedin.com/in/paulsacca

Bill Kemmer

Network Consulting Engineer at Cisco Systems
January 4, 2010, Carl worked with Bill in the same group

I worked with Carl Fitzsimmons for several years when we both worked for Ronco Communications. As a colleague, Carl was always willing to share his ideas and experiences in the interest of helping all members of the team. I have also seen Carl use his out of the box thinking to not only solve problems, but also to streamline processes and procedures--an accomplishment that went well beyond the day to day troubleshooting. As a former colleague, I would heartily endorse Carl Fitzsimmons.

While at Ronco Bill and I became part of the Cisco Team that installed the first VoIP system at a NY State College - SUNY Cortland CCM v3.1. My background made me the candidate to figure out how to organize data gathering and program phone devices. The first problem I ran into was VG248s had no BAT capability. There were two groups of VG248s deployed in separate buildings providing analog to various locations and student quarters. Along with a Cisco Engineer from France we actually created a CSV integrated programming tool based on web traffic I captured from programming a VG248 port. When we ran the solution it did program more than 20 VG248s at almost 95% capacity. We immediately found a problem in CCM 3.1 in that the CPU was pegged at 100% for more than a day. Come to find out that in the software timers were used internally and the importance of BAT verses call handling was not addressed properly. Onto CCM 3.3 skipping 3.2

Also while at Ronco I uncovered a Flash Hook problem that intermittently affected phones connected to a VG248/224 port. This was again my R&D experience coming into play. The end result was that the resultant change to VG248 code was the last for this device until its EOL which was many years afterwards. Trouble calls on Hook Flash events went to almost zero immediately after implementing updates.

By the time the AT&T effort with the AO US Courts came around I had fully developed a solution to bypass the intermediate BAT steps and was contracting out as a consultant.

Here are a few excerpts from LinkedIn when individuals utilized our tools.

Keva Johnson

UC Engineer at Wi-Finity (Contractor for AT&T)
June 29, 2013, Carl worked with Keva in the same group

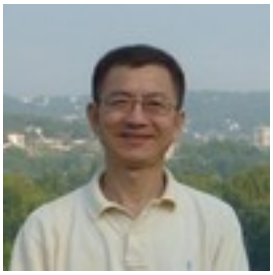
Carl is so on point and knows his job. He was a major contributor on the AT&T project and was readily available to assist in aspect. His knowledge as a Voice Engineer is vast and he will be a very valuable asset to any company.

Keva was someone I managed as Lead PE fro the first part.

Wei Wei Lee was the person I replaced as lead PE. Wei Wei had a solution that followed the same multi step separate Phone Button Template per phone model required by Cisco BAT. I had just missed becoming involved in the pilot project, however when AT&T received the go ahead to start full implementation, I was immediately contacted by Aaron Dhiman the lead architect of the project. Once on board, I spent about a few months working with him and several other key personnel modifying processes. When the modifications were complete, Team productivity significantly increased and phone device, user updates and voicemail accounts programming errors plummeted to zero. Day 1 Day 2 errors & omissions were zero, or as close to zero as possible, as all programming errors were related directly to SA information that had been provided.

Here are another few excerpts from LinkedIn:

Wei-Wei Lee



Cisco CallManager, Voice Mail & VPN, ASA, PIX
June 30, 2013, Carl worked with Wei-Wei in the same group

Carl is the most valuable Team member and Lead Engineer in our Cisco IP Telephony Transformation project (more than 20,000 phones transformed, more to come) Carl used Visual Basic and Excel Macro programmed several commercial grade Excel forms used for collecting and converting users' telephone information into Cisco IPT data, after using Carl's tool, the productivity is more than double, and, reduced human errors to minimum. Carl provided consultancy for IPT implementation project life cycle, including design, prepare,implement, and maintenance.

Lesley Roman-Agostini
Program Engineer at AT&T
July 1, 2013, Carl worked with Lesley in the same group

I had the pleasure of working with Carl at AT&T and I highly recommend him for his technical abilities and drive. Carl will do whatever it takes to get the job done on time and efficiently. As a peer, I enjoyed working with Carl not only because he was good at what he did, but because he was a team player who was innovative and excited to share his knowledge with others. He was diligent in returning phone calls and attending conference calls which I also highly value in any colleague. Carl will definitely be an asset to any company that he works for.

I include several letters received after completing this project

Testimonial

Topic: Unified Communications Productivity Tools Version 2016.1

Background:

For more than five years Michael Bell has been the lead Design Engineer responsible for Cisco Unified Communications (UC) Call Control for the AO of US Courts NIPT effort. Michael has direct experience using SCG UC Productivity Tool sets. This experience enables him to have the ability to compare and contrast other traditional methods of programming phone devices for UC needs.

Key Issues:

Organize data gathering for team members. Reduced effort programming phone devices Reduce errors experienced on day one and day two. Enable quicker response capability to changing data.

Customization:

Carl Fitzsimmons customized previously developed software tools and was ready to demonstrate soon after becoming involved in this project.

Analysis of Case

These tools addressed critical business methodologies for CUCM and UNITY and have proven themselves to be substantial time and resource savers. These tools resulted in technical improvements that seamlessly facilitated the conversion of more than 40,000 phone devices in CUCM and identified Unity Connection Voice Mail users in four consecutive years time. These tools also comprehensively and effectively addressed the needs of various AT&T personnel such as, Project Managers (PM), Design Engineers (DE), Field Engineers (FE) and Programming Engineers (PE) including US Courts Site Administrators (SA). These tools include and not limited to Phone Device Survey (PDS), BAT Tool, MAC XFER, CUCM Up Converter.

Benefit

SCG tools enabled AT&T to go from twelve active teams of four people with four teams in training to six teams of four people with one team in training. The teams involved in this effort were able to maintain 10,000 phone devices per year for four years in a row. That is the improved productivity and unique differentiator SCGs tools bring to any project and how SCG UC Productivity tools can provide a competitive advantage.

Conclusion

Any medium to large scale Cisco UC effort requiring CUCM or Unity Connection programming would benefit from use of these tools.

Michael Bell
Cisco Consulting Professional
CCNP Voice #CSCO11231209

Seamless Communications Group

Testimonial

Topic: Unified Communications Productivity Tools Version 2016.1

Background:

Lead UCCX Engineer Lesley Roman-Agostini who design all Call Center needs for the US Courts NIPT effort.

Key Issues:

Organize data gathering for team members. Reduce errors experienced on day one and day two. Enable quicker response capability to changing data.

Customization:

Carl Fitzsimmons customized previously developed software tools and was ready to demonstrate very soon after becoming involved in this project.

Analysis of Case

These tools addressed critical business methodologies for CUCM and UNITY and have proven themselves to be substantial time and resource savers. These tools resulted in technical improvements that seamlessly facilitated the conversion of more than 20,000 phone devices in CUCM and Unity Connection Voice Mail users, whether with or without email notifications, in a little over a year's time.

The tools also comprehensively and effectively addressed the needs of various AT&T personnel such as, Project Managers (PM), Design Engineers (DE), Field Engineers (FE) and Programming Engineers (PE) including US Courts Site Administrators (SA). Tools include but not limited to SCG Phone Device Survey (PDS), SCG BAT Tool, SCG MAC XFER, SCG CUCM Up Converter.

Benefit

SCG tools enable AT&T to go from twelve active teams of four people with four teams in training to six teams of four people with one team in training. The team involved in this effort was able to maintain 10,000 phone devices per year. That is the improved productivity our tools bring to any project and how our tools can enable improved profit margin for the Prime Contractor.

Conclusion

Any medium to large scale Cisco UC effort requiring CUCM or Unity Connection programming would benefit from use of these tools

Lesley Roman-Agostini
CCNP Voice #CSCO10511232

Case Study

Topic: Unified Communications Productivity Tools Version 2018.1

Background:

Lead Field UC Engineer Jason Elcik who deployed over 100 sites for the US Federal Courts VoIP deployment.

Key Issues:

Performed site surveys to gather phone details and user information, onsite to deploy sites, performs onsite after go live support and remote support. Reduced errors on Go-live and onsite support. Reduced resource time on site, trouble shooting and remote support hours.

Customization:

Carl Fitzsimmons brought into this effort a set of tools that reduced the prep and deployment of the phones by over 60%. This enabled my team to reduce the time we spent on site by 20% and provided us the ability to have more time listening, training and creating a better solution for the customer.

Analysis of Case

These tools transformed what was once a manual input of large amounts of raw data entered by the customer to an automated process. During the site survey every phone needs to have its configuration entered in a Bulk Administration tool (BAT) this data is supplied by the customer during the site survey. This was a very time-consuming process that involved multiple versions to compensate for various phone types, phone button profiles, device profile, user profiles and features. Depending on the size of a site this process took hours and would result in an average of 30% errors. A field engineer would spend an average of 4-5 hours per 100 users on site creating the initial BAT. An additional 2-3 hours would be spent finalizing and creating the CSV file. Multiple personnel (customer and vendor) were engaged in this process which include multiple meetings and time allocation for data collection.

Benefit

The tools that Carl brought into this effort not only reduced the time to obtain needed information for all team members but also allowed us to consolidate the BAT tool into 1 format, use multiple devices on the same configuration and reduce the BAT creation time to under an hour. This allowed for the reduction of resources needed for data collection as well as freeing up field engineers to dedicate their time to other site deployments.

The biggest benefit was the reduction of errors that the field engineers encountered on Go Live and the following days performing onsite support. This was a dramatic reduction in resources needed to resolve these issues. Carl's tools reduced the error ratio from 30% to less than 5%. and those errors were the result of information provided by the Site Administrator that did not represent end user needs for that phone device that was not caught on final review. This meant that instead of a Move-Add-Change (MAC) because of an error on our part we worked with the customer to ensure they more fully understood

their need and completed the change in quick order. There is a lot to consider on these efforts and Carl's tools allowed us to be more customer focused.

To understand this reduction better, the deployment for Anchorage Alaska was 200 endpoints and we did not use these tools. On the completion of this VoIP deployment we had 76 service tickets. The average time to complete a service ticket is 10 mins, that is 12.6-man hours spent working issues that were tied to errors on the BAT tool. The Atlanta Georgia Courthouse VoIP Deployment was over 600 endpoints and utilized Carl's tool. At the end of the deployment we had 28 service tickets. Because of this dramatic reduction in service tickets (we had estimated about 200) my 4-man team, which on site (airfare, hotels, rental car, meals) was able to finish 2 days early saving 80-man hours plus hotel cost and meals for those 2 days.

Conclusion

In today's market of competitive bids and reducing cost these tools are highly beneficial and provide a niche that other vendors cannot match. Any VoIP deployment would benefit greatly in time/resource reduction and cost savings using these tools.

Thank You & Enjoy the Day

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With respect to the need to ensure the Phone Button Template (PBT) is the same. From the information you have shared this will need to address LNE and SPD needs. I have not seen the data to indicate what the PBTs may be and, while this may deviate from Cisco Best Practices, I can accommodate new PBTs to make certain LNE and SPD match.

This will be affected by phone model to phone model conversions specifically where the number of phone buttons is not the same.

Provided we are talking LNE and SPD I will also include any Side Cars that may be needed. This will increase the time required to complete, however in my experience side cars are a minimal need. So again, even without seeing the PBT layouts needed we are in a position to deliver.

Give us a shout if you need any further information and/or to let us know next steps for us to create a working agreement and move forward together.

Best

Carl Fitzsimmons
President - CEO

Seamless Communications Group

"Enterprise solutions for SOHO and SMB without the Enterprise cost"
"Improving UC UCM & CUC integration from Customer to Setup"
"Improving the way Security Responds - Protects - Informs"

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