



Customer Recommendations

SAI customers are enthusiastic about the quality of our products and services, and our unmatched customer service. They recommend SAI to colleagues and have sent unsolicited testimonials. A selection of these can be found below.

James T. Liberty, AVP, Telecommunications Fidelity Federal Bank

I just wanted to summarize our company's impressions with your organization.

We are currently using Sierra Gold at two locations—our headquarters in Los Angeles and our loan servicing division in Orange County. Both are using the Sierra Gold on-line service, which is a total of about 400 employees. We are also importing our cellular bills into this service. As a bank, call accounting is not just used to track telecom expenses but also a vital tool used for tracking 911 calls.

Our experience with this product has been exemplary at every level. The decision to switch to SAI was a fairly simple one. The cost was equivalent to the annual upgrades we were paying for our existing (poorly performing) call accounting package. Moving the storage and support off site was an added bonus.

Once our decision was made every employee we dealt with from our sales rep to our technical support people were well-trained professionals that made the process of conversion a breeze. The product has lived up to our expectations and has successfully delivered all of the data we required to those managers that require it (and those that did that didn't know they did). We have also never experienced any down time or pricing "gotchas."

We are currently in the process of installing a 350-user Cisco VoIP solution and I look forward to discussing the call accounting options that SAI can provide.

Sierra Gold was one of the best professional decisions I have ever made and I wish that all of our product rollouts were as successful. I would highly recommend this service to anyone looking to get a better handle on their telecom expenses.

Telephone Systems Division County of Alameda, CA

I want to thank everyone at SAI for giving the County of Alameda outstanding service over the past three years. My association with SAI goes back to the Telwatch days in 1990. **Our decision to go with SAI pays off every day.** It takes a special talent to make us feel like we're your only customer. You have that talent.

SAI provides complete usage management solutions. You're easy to work with and provide reliable, dependable products and services.

SAI's strong customer support is unusual in a decade of steadily deteriorating service in the industry. I can recommend SAI without hesitation to anyone seeking **innovative solutions from a vendor who gives customer satisfaction its top priority.**

The personalized service provided by SAI—from our customer relationship manager to the help desk—is outstanding.

Keep your customer focus. We appreciate it!

Robert Wedner, Telecom Analyst Mindspeed Technologies

SAI's approach to getting our sites up and running was highly professional from start to finish. They demonstrated a sound understanding of our call accounting needs and implemented innovative solutions for our unique requirements.

At every turn, questions were answered promptly, phone calls were returned and everyone at SAI listened to our comments and took them seriously. **There wasn't a single time that we didn't feel like SAI's most important customer.**

Beyond SAI's customer focus, I'm thrilled with the functionality of Sierra Gold. Generating so many end-user manager reports used to be a nightmare. Now, with Web-based report access and Dynamic Reports, our managers create their own reports on the Web right from their desktops, and I can concentrate on other tasks without worrying about preparing reports for all the managers.

This is an excellent product—robust, but surprisingly easy to use.

It's a pleasure working with a company that is as committed to our success with their product as we are.

Telecommunications/Voice Analyst Major Mutual Fund Company

I just wanted you to know how much I appreciate the stellar efforts by everyone at SAI during the recent upgrade. I would recommend SAI very highly to any company considering the purchase of usage management or call accounting software and services.

SAI offered an **exceptionally high degree of provider professionalism in all phases of implementation**. Our original implementation of the Sierra Gold usage management system and our upgrade both went flawlessly. SAI's installation team was very thorough and orchestrated a seamless transition between our old system and the new. It was a snap!

I'm also impressed with the courtesy and tenacity of SAI's sales and support personnel. SAI is one company where the sales staff knows the product as well as the technical staff, which was critical in tailoring the upgrade to meet our changing needs.

SAI's customer training and support has been outstanding. **You really set the standard for customer service**. Your Hotline crew worked hard to understand our needs and their frequent follow-ups to determine if previous conversations had resolved our questions were impressive and very much appreciated! SAI has proved time and again its customer orientation, and we really appreciate the attention to our needs. You earn our business all over again every time we work with you.

I want you to know what a pleasure it is to work with a company that makes an excellent product, stands behind it and is committed to our satisfaction. Please extend my thanks to your entire team.

Phil Colaluca, Telecommunications Manager Great Spring Waters, Inc.

Great Spring Waters looked at a number of other usage management software providers before selecting SAI's Sierra Gold, and **we're more convinced than ever that we made the right decision**. From SAI's efforts during the sale, to installation, to service and support, everything has been handled expertly. A number of reasons factored into our selection of SAI's Sierra Gold.

- The robustness of the software was impressive, of course, but its ease of use was the real surprise. **I did not find a single competing software package at any price** that combined those two characteristics as well as Sierra Gold.
- We liked the number of automated features and functionality with Sierra Gold. We've found that there has been a significant drop in the amount of time and effort spent not only operating the system, but in running reports as well
- SAI's implementation plan was aggressive and tailored to our needs. **They understood our business challenges and how to creatively manage those challenges**.
- SAI provides upgrades automatically. This allows us to provide seamless reporting for our locations without having to wait on vendor software releases or modifications. We now have instant access to new features and upgrades at no cost and with no disruption in our monthly reporting schedule.
- SAI's reputation for providing training and service was a key factor. That was borne out when they provided training for me on very short notice—at a time that was most convenient for me—while on a business trip near their offices.

Telecommunications Analyst Major Cruise Line

We have found the SAI Call Accounting System to be a great tool in managing our departments and giving supervisors useful information regarding their employees. The best piece of the system is how intuitive the reports are; with the link and a password, users are ready to go.

Technical Support Group Manager Major Software Company

After we made the decision to upgrade our usage management processes, we identified several characteristics of the software we were looking for.

First, we wanted a Web-accessible usage management software product so we could generate and distribute traffic reports via e-mail or make them available to end-user managers via the Web. Second, we wanted an expandable, automated product that ran on its own and required little or no maintenance. Third, we wanted a product that generated monthly traffic and call routing reports to optimize our traffic engineering capabilities and reduce costs. Finally, we wanted to have a single system to help with the growing restrictions on privacy of information laws that had created 15 plus independent systems trying to deal with this problem.

SAI's Sierra Gold fit the bill in all respects.

Using the multiple monthly reports available from SAI's Sierra Gold VTS primarily for traffic engineering and to validate carrier billing, we were able to identify over- and under-used trunks to more efficiently regulate traffic and **reduce costs by more than \$30,000 per month (to date)**. That amount will grow as more company sites begin using Sierra Gold.

As a result of our Sierra Gold VTS implementation, we have also been able to consolidate our disparate CDR systems by decommissioning the other software and hardware products. **The savings from software/hardware consolidation has reached as high as \$60,000 per site (annually)** for the decommissioned products and associated maintenance fees.

SAI's software and services have provided us with all the flexibility, reporting capability, user-friendliness, and expandability we were looking for.

SAI

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