



As a Value Added Reseller (VAR) you face a variety of challenges. You need partners to provide innovative solutions along with attractive margins and excellent support. One-to-One Service.com has its roots as a VAR for a variety of customer interaction solutions. We understand those needs and have designed our iService reseller program based on this first hand experience.

Unique Opportunities

Our reseller relationships are structured to meet your needs and unique selling opportunities. You can implement iService as an on-premise solution and provide extensive customization and integration services. Or, since iService was specifically designed for the needs of service providers, you have an opportunity to take advantage of the trend towards Software as a Service.

System Architecture

iService has a service-oriented architecture that supports extensive customization and integration. It uses industry standard web services, a Microsoft SQL Server 2005 database, and the Microsoft SQL Server Reporting Service. The user interface is asp.NET and C#.

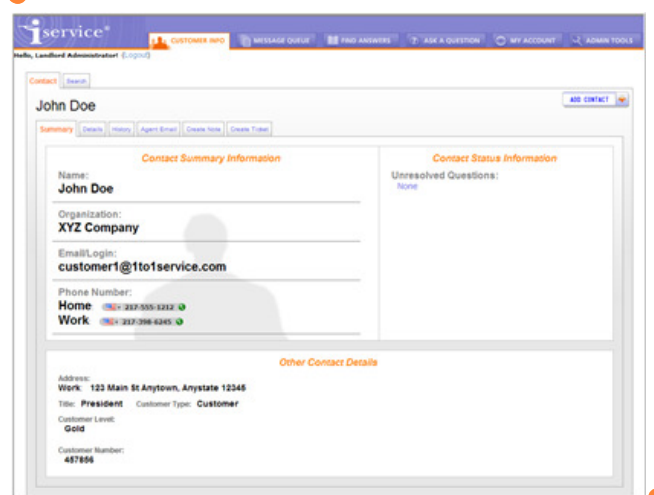
Flexible Implementation Options

iService can be delivered in a variety of ways. Each option provides different opportunities to provide value-added services.

- ◆ *Enterprise On-Premise License* — An on-premise installation provides opportunities for deep integration with other operational support systems, on-site training, and user interface customization.
- ◆ *Hosted On-Demand Service* — The on-demand option allow you to get clients up and running quickly with no investment in hardware or software. You can focus your efforts on helping them improve processes.
- ◆ *Preconfigured Appliance* — The iService appliance uses MS SQL Server Express and can be delivered using

Reseller Benefits

- ◆ **Attractive margins** of up to 60% on new system implementations.
- ◆ **Source code for the user interface is provided** at no cost so you can develop proprietary applications. Your modifications become your own proprietary solution.
- ◆ **True multi-tenant system** allows you to operate a single installation of iService, but offer service to multiple clients. Take advantage of the trend towards on-demand solutions while providing value-added services and products.



iService can be easily customized to meet your customer's needs and create revenue opportunities

DELL servers or your preferred hardware vendor. You can even bundle your own integrations with iService to deliver your own appliance version.