

<u>Part Number</u>	<u>Description</u>	<u>List Price</u>	<u>Discount</u>	<u>Final Price</u>	<u>Qty</u>	<u>Total</u>
<u>VOICE Gateway / Router</u>						
CISCO2851-CCME/K9	2851 Voice Bundle w/ PVDM2-48,FL-CCME-100,SP Serv,128F/256D	\$8,595.00	45.00	\$4,727.25	1	\$4,727.25
CAB-AC	Power Cord,110V	\$0.00	45.00	\$0.00	1	\$0.00
PWR-2821-51-AC-IP	Cisco 2821/51 AC/IP power supply	\$600.00	45.00	\$330.00	1	\$330.00
MEM2851-256U512D	256 to 512MB DDR DRAM factory upgrade for the Cisco 2851	\$2,000.00	45.00	\$1,100.00	1	\$1,100.00
MEM2800-128U256CF	128 to 256 MB CF Factory Upgrade for Cisco 2800 Series	\$300.00	45.00	\$165.00	1	\$165.00
PVDM2-48U64	PVDM2 48-Channel to 64-Channel Factory Upgrade	\$750.00	45.00	\$412.50	1	\$412.50
PVDM2-64	64-Channel Packet Voice/Fax DSP Module	\$3,200.00	45.00	\$1,760.00	1	\$1,760.00
VIC-4FXS/DID	4 port FXS or DID VIC	\$800.00	45.00	\$440.00	1	\$440.00
VIC2-4FXO	Four-port Voice Interface Card - FXO (Universal) 2-Port 2nd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1	\$800.00	45.00	\$440.00	1	\$440.00
VWIC2-2MFT-T1/E1	Card - T1/E1	\$2,000.00	45.00	\$1,100.00	1	\$1,100.00
S28NSPSK9-12409T	Cisco 2800 SP SERVICES	\$0.00	45.00	\$0.00	1	\$0.00
FL-CCME-100	Feat Lic Communications Manager Express Up To 100 Users Need SRST for 100 not CCME	\$0.00	45.00	\$0.00	1	\$0.00
ROUTER-SDM-CD	CD for SDM software	\$0.00	45.00	\$0.00	1	\$0.00
ACS-2821-51-STAN	Cisco 2821/51 Standard Accessory Kit	\$0.00	45.00	\$0.00	1	\$0.00
CON-SNT-C2851CCM	SNT 8X5XNBD + SAU 2851 Voice Bundle	\$876.00	100.00	\$0.00	1	\$0.00
<u>2801 Routers</u>						
CISCO2801-CCME/K9	2801 Voice Bundle w/ PVDM2-8,FL-CCME-25, SP Serv,128F/256D	\$3,095.00	45.00	\$1,702.25	2	\$3,404.50
VIC2-4FXO	Four-port Voice Interface Card - FXO (Universal)	\$800.00	45.00	\$440.00	2	\$880.00
VIC-4FXS/DID	4 port FXS or DID VIC	\$800.00	45.00	\$440.00	2	\$880.00
CAB-AC	Power Cord,110V	\$0.00	45.00	\$0.00	2	\$0.00
PVDM2-32	32-Channel Packet Voice/Fax DSP Module	\$1,600.00	45.00	\$880.00	2	\$1,760.00
MEM2800-64U128CF	64 to 128 MB CF Factory Upgrade for Cisco 2800 Series	\$0.00	45.00	\$0.00	2	\$0.00
MEM2801-128U256D	128 to 256MB SODIMM DRAM factory upgrade for the Cisco 2801	\$0.00	45.00	\$0.00	2	\$0.00
S280SPSK9-12409T	Cisco 2801 IOS SP SERVICES	\$0.00	45.00	\$0.00	2	\$0.00
PWR-2801-AC	Cisco 2801 AC power supply	\$0.00	45.00	\$0.00	2	\$0.00
PVDM2-8	8-Channel Packet Voice/Fax DSP Module	\$0.00	45.00	\$0.00	2	\$0.00
FL-CCME-25	Feat Lic Communications Manager Express Up To 25 Users	\$0.00	45.00	\$0.00	2	\$0.00
ROUTER-SDM-CD	CD for SDM software	\$0.00	45.00	\$0.00	2	\$0.00
ACS-2801-STAN	Cisco 2801 Standard Accessory Kit	\$0.00	45.00	\$0.00	2	\$0.00
CON-SNT-C2801CCM	SNT 8X5XNBD + SAU 2801 Voice Bundle	\$378.00	100.00	\$0.00	2	\$0.00
	Installation of Cisco Equipment - Eligible			\$13,515.00	1	\$13,515.00
	Installation of Cisco Equipment - In - Eligible			\$615.00	1	\$615.00
	Installation of APC Netshelters			\$1,818.97	1	\$1,818.97
	Installation of Chatsworth 7ft Floor Mounted rack			\$973.59	1	\$973.59
	Installation of 4-post rack			\$486.79	1	\$486.79
Equipment/Services Total (US Dollar) :						\$254,227.68
<u>OPTIONAL Basic Maintenance</u>						
	Basic Maintenance (non Cisco Smartnet) for E-Rate Eligible equipment 100 Hours			\$10,625.00	1	\$10,625.00



Appendix C: Work Approval Form

The Work Approval Form is used to record Client's acceptance of the work performed. This form may be used to obtain Client's approval for any portion of the work, including but not limited to project milestones, deliverables, and final task or project completion requirements.

Client will ensure that the proper personnel are scheduled to review each completed service or deliverable upon notification of completion by Insight Networking. Client will indicate its acceptance of the service or deliverable by signing the Work Approval Form within five business days from presentation of the completed service or deliverable. Services and deliverables will be deemed accepted if Client fails to respond within this five-day period and will be billed.

A service or deliverable may be rejected only if the service or deliverable does not materially conform to its description in this proposal. If a service or deliverable does not materially conform to its description in this proposal, Client shall provide written notice to Insight Networking within five (5) business days of the end of the applicable month specifying the material nonconformity. Upon receipt of such notice, Insight Networking shall have a reasonable amount of time, but no less than thirty (30) days, to correct such nonconformity.



Insight Networking	<i>Work Approval Form [Project Name]</i>
---------------------------	--

The purpose of this form is to obtain the Customer's Approval of the work as defined in the Customer Approval section below. This form may be used to obtain the Customer's Approval for any portion of the work, including, but not limited to, project milestones, deliverables or final completion requirements. Please describe in the Work Description section below the work for which Customer Approval is requested. After the Customer signs this Approval Form, one original is returned to the Customer and other originals or copies are provided to the persons as specified in the Distribution List below.

General Information			
Project Name:	[Project Name]	Project #:	
Funding Request Number (FRN) ERATE Only:			
Customer:		Customer Authorized Approver:	
Site Address(es):		Phone Number:	
City:		State, Zip:	

Work Description	
<p>Describe the work (or portion thereof) for which Approval is requested. If a time and material job, include hours. (Also, attach and/or reference statement of work, contract number, and/or work order.)</p>	
Submitted By:	Date:

Customer Approval			
Customer (1) accepts the work described above, (2) agrees the work has been completed and meets any completion criteria that may apply to the work, and (3) that for any payment due for the work, agrees that any conditions precedent to such payment have been met and hereby authorizes such payment ("Approval"). The signer represents and warrants that he/she is authorized to issue this Approval on behalf of the Customer.			
Disapproved <input type="checkbox"/> (add comments)	Authorized Signature:	Date:	
Signer's Name:		Signer's Title:	
Comments:			
Distribution List: <ul style="list-style-type: none"> • Approver (original) • Project Manager (original) • Credit • Project Coordinator • District Services Manager • 			



Appendix D: Sample Insurance Certificate

ACORD™ CERTIFICATE OF LIABILITY INSURANCE						DATE (MM/DD/YYYY) 04/14/2009			
PRODUCER Aon Risk Insurance Services West, Inc. Phoenix AZ Office 1850 North Central Avenue Suite 1700 Phoenix AZ 85004 USA PHONE: (866) 283-7122 FAX: (847) 953-5390				THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.				INSURERS AFFORDING COVERAGE NAIC #	
INSURED Insight Enterprises Inc and Calence LLC 910 Carver Road Tempe AZ 85284 USA				INSURER A Federal Insurance Company 20281 INSURER B Sentry Ins A Mutual Company 24988 INSURER C Illinois Union Insurance Company 27960 INSURER D INSURER E		Holder Identifier : Certificate No : 570033963581			
COVERAGES THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. LIMITS SHOWN ARE AS REQUESTED									
INSTR LTR	ADD'L INSRKD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE	POLICY EXPIRATION	LIMITS			
A		GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	35780374	04/15/09	04/15/10	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (EA occurrence) \$1,000,000 MED EXP (Adv one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMPROP AGG \$2,000,000			
A		AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON OWNED AUTOS	35780374 73520761	04/15/09 04/15/09	04/15/10 04/15/10	COMBINED SINGLE LIMIT (EA accident) \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)			
		GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT OTHER THAN AUTO ONLY EA ACC ADD			
A		EXCESS/UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION	79812857	04/15/09	04/15/10	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000			
B		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below	900574903	04/15/09	04/15/10	<input checked="" type="checkbox"/> W/C STATU- <input type="checkbox"/> BORY LIMITS <input type="checkbox"/> OTH- <input type="checkbox"/> ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE EA EMPLOYEE \$1,000,000 E.L. DISEASE-POLICY LIMIT \$1,000,000			
C		OTHER Prof's liability	EOHG21653135004	04/15/09	04/15/10	Per Claim/Aggregate \$10,000,000 SIP/Deductible \$500,000			
DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS Evidence of Insurance									
CERTIFICATE HOLDER Evidence of Insurance AZ USA				CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT. BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE <i>Aon Risk Insurance Services West, Inc</i>					
ACORD 25 (2001/08)						ACORD CORPORATION 1988			



Appendix E: References

Insight Networking respects and honors the wishes of our clients who act as references. Therefore, we respectfully request that you contact your account representative prior to contacting any client references so our representatives may properly maintain client relationships, and notify our clients from whom to expect contact. We appreciate your cooperation in this regard.

Customer	Laredo ISD
Line of Business	Network Infrastructure
Contact	Roy Lanier
Address	2001 Cedar Street Laredo, TX 78040
Phone	956.795.3284
E-mail Address	rlanier@laredoisd.org
Description	Installation and/or upgrade of several LAN/WAN projects including Cisco hardware, APC UPSs, cabling, security, wireless, IP Telephony (2,000+ handsets, Call Managers, Unity), Tandberg videoconferencing, Managed Services, and maintenance/onsite technical support.
Revenue and Timeframe	\$23,000,000 - E-Rate vendor for Years 5, 6, 7, 8, 9, 10, 11, 12

Customer	La Joya ISD
Line of Business	Network Infrastructure
Contact	Ruben Trevino
Address	215 E-East Expressway 83 La Joya, TX 78560
Phone	956.580.5421
E-mail Address	R.Trevino2@lajoyaisd.net
Description	Installation and/or upgrade of several LAN/WAN projects including Cisco hardware, APC UPSs, cabling, security, wireless, IP Telephony, Polycom and Tandberg videoconferencing, servers, and maintenance/onsite technical support.
Revenue and Timeframe	\$12,000,000 - E-Rate vendor for Years 4, 5, 6, 7, 8, 9, 10, 11, 12



Customer	Leander ISD
Contact	Scott Monroe
Address	1621 University Avenue Leander, TX 78646
Phone	512.434.5262
E-mail Address	Linda.williams@lenaderisd.org
Description	Access, design, implement and manage district-wide project with Project Management, Cisco VoIP, Cisco Routing, Cisco Switching, Cisco VSS WAN clustering, Cisco Security and cabling. Last summer Insight Networking upgraded WAN from optical to 10gig connections with VSS. Currently upgrading all internal LANs to 10gig to closets with more than 96 ports.
Revenue and Timeframe	\$10,600,000.00 – 1999 to present

Customer	Eanes ISD
Contact	Chris Whoel
Address	601 Camp Craft Road Austin, TX 78746
Phone	512.732.9090
E-mail Address	cwhoel@eanes.k12.tx.us
Description	Networked the entire district with Project Management, Avaya cabling indoor-out, Cisco IP Telephony, Cisco IDS, Cisco Pix, Cisco Routers, Cisco Switches, Cabling, Racks, American Backup Units, Insight Networking Managed Services and training. Currently contracted to upgrade entire Cisco infrastructure to the latest Call Manager, Switching, Routing, UPS and Insight Networking Managed Services for VoIP.
Revenue and Timeframe	\$6,600,000.00 – 2002 to present

Customer	San Felipe Del Rio Consolidated ISD
Contact	George Linan
Address	205 Memorial Drive Del Rio, TX 78840
E-mail Address	george.linan@sfd-risd.org
Phone	830.778.4046
Description	Designed, procured and deployed connections for 23 locations with: Avaya Fiber, Cisco IP Telephony, Cisco IDS, Cisco Pix, Cisco Routers, Cisco Switches, Dell Servers, Cabling, Racks, American Backup Units, Polycom View stations, and training. We are entering into our 3rd annual contract for Help Desk support for desktops and Dispatched Services for the entire network.
Revenue and Timeframe	\$8,500,000.00 – 2001 to present



Customer	United ISD
Line of Business	Network Infrastructure
Contact	Hector Perez
Address	201 Lindenwood Drive Laredo, TX 78044
Phone	956.473.6395
E-mail Address	hperez@uisd.net
Description	Installation and/or upgrade of several LAN/WAN projects including Cisco hardware, cabling, wireless, IP Telephony (3,000+ handsets, 15 Call Managers, and Unity), VBrick, and maintenance/onsite technical support.
Revenue and Timeframe	\$6,000,000 - E-Rate vendor for Years 3, 6, 7, 8, 9, 11
Customer	Giddings ISD
Contact	Mike Kuhrt
Address	2249 N. Mail Giddings, TX 78840
Phone	979.542.2854
E-mail Address	mkuhrt@giddings.txed.net
Description	District Wide Voice Over IP, Insight Networking Managed Services, Panduit Cat6 cabling, Security, American Backup Units, Network Hardware and Training. Currently proposing a Connected Real state Building – Smart Building for New High School
Revenue and Timeframe	\$3,200,000.00 – 2006 to present
Client	Mission ISD
Line of Business	Network Infrastructure
Contact	Robert Sanchez
Address	1103 Pamela Mission, TX 78572-4399
Phone	956.323.5300
E-mail Address	sanchez@mcisd.org
Description	Installation and/or upgrade of several LAN/WAN projects including Cisco hardware, APC UPSs, cabling, wireless, VBrick, and maintenance/onsite technical support.
Revenue and Timeframe	\$10,000,000 - E-Rate vendor for Years 2, 3, 4, 5, 6, 7, 9, 10, 11, 12



Client	Region One Education Service Center
---------------	--

Line of Business	Network Infrastructure
Contact	Adrian Garcia
Address	1900 W. Schunior Edinburg, TX 78541
Phone	956.984.6095
E-mail Address	adgarcia@esconett.org
Description	Installation and/or upgrade of several LAN/WAN projects including Cisco hardware, IPT upgrade, disaster recovery, Tandberg videoconferencing, and SMARTnet.
Revenue and Timeframe	\$8,000,000 - E-Rate vendor for Years 3, 4, 5, 6, 9, 10, 11, 12

Customer	Calallen ISD
-----------------	---------------------

Line of Business	Network Infrastructure, IP Telephony, Wireless, NAC, IP Video Surveillance, Managed Services
Contact	Bryan Brown
Address	4205 Wildcat Drive Corpus Christi, TX 78410
Phone	361.242.5961
E-mail Address	bbrown@calallen.k12.tx.us
Description	Completely renovated Calallen ISD's network infrastructure to include: Dual 10-Gig fiber links between campuses and MDF / IDF closets (Gig to the desktop). IP Telephony at all campuses / all offices / all classrooms (IPCelerate included). Wireless Controllers and Lightweight Access Points throughout the district (indoor & outdoor mesh). Network Admission Control, MARS, CiscoWorks, Wireless Control System. Cisco/Pelco IP Video Surveillance throughout the district. Calence Managed Service contract (2 year voice and switching management)
Revenue and Timeframe	\$3,300,000.00



Customer **Edinburg CISD**

Line of Business Day 2 Support
 Contact Eduardo Moreno
 Address 411 N. 8th Ave.
 Edinburg, TX 78539
 Phone 956.316.7421
 E-mail Address Edu.moreno@ecisd.us
 Description Deployed a district-wide Wireless IP Network consisting of over 800
 Wireless APs. Ongoing services, providing network upgrades and
 maintenance, are in progress, including E-Rate 10 and E-Rate 11
 projects estimated to total over \$20 Million.
 Revenue and Timeframe \$15,000,000 – E-Rate vendor for Years 10 and 11

Client **IDEA Public Schools**

Line of Business Network Infrastructure
 Contact Wendy Lopez
 Address 505 Angelita Dr., Ste 9
 Weslaco, TX 78596
 Phone 956.377.8015
 E-mail Address wlopez@ideapublicschools.org
 Description Installation and/or upgrade of several LAN/WAN projects including
 Cisco hardware, APC and Eaton UPSs, cabling, security, wireless, IP
 Telephony, Tandberg videoconferencing, Exchange, and
 maintenance/onsite technical support.
 Revenue and Timeframe \$1,000,000 - E-Rate vendor for Years 5, 6, 9, 10, 11, 12

Client **San Diego ISD**

Line of Business Network Infrastructure
 Contact Rosalinda Flores
 Address 609 Labbe Ave.
 San Diego, TX 78384
 Phone 361.279.3383
 E-mail Address rflores@sdisd.esc2.net
 Description Installation and/or upgrade of several LAN/WAN projects including
 Cisco hardware, APC UPSs, cabling, security, wireless, IP Telephony,
 Tandberg videoconferencing, servers, and maintenance/onsite
 technical support.
 Revenue and Timeframe \$800,000 - E-Rate vendor for Years 7, 8, 9, 10, 11, 12



Customer	Los Fresnos ISD
Line of Business	Cabling and IP Network
Contact	Billy Simpson, IT Director
Address	600 N. Mesquite Los Fresnos, TX 78566
Phone	956.233.6980
E-mail Address	bsimpson@lfcisd.net
Description	Installed a district-wide Unified Communications implementation for all campuses as part of E-Rate rounds 5, 8, 9 and 10. This includes a turnkey switched 10/100/1000 Ethernet network with a 10 gig backbone. Additionally, an Avaya Gigaspeed Data and Avaya Multimode Fiber Optic structured cabling solution was installed at all district locations.
Revenue	\$12,000,000.00

Customer	Point Isabel ISD
Line of Business	Network Infrastructure
Contact	Larry Walk
Address	202 Port Road Port Isabel, TX 78550
Phone	956.943.0092
E-mail Address	lwalk@pi-isd.net
Description	Network Upgrade, Infrastructure Cabling, Cisco Unified Communications Implementation, VBrick and Tandberg Video.
Revenue	\$3,000,000.00

Customer	McAllen ISD
Line of Business	IP Telephony
Contact	Pat Karr
Address	2000 N. 23rd St. McAllen, TX 78501
Phone	956.632.3238
E-mail Address	pkarr@mcallenisd.net
Description	Network Implementation including Infrastructure Cabling, Cisco Unified Communications VBrick Video Distribution, and IPCelerate/Digital Acoustics IP Paging at 6 new campuses.
Revenue	\$3,000,000

**Customer** **Austin Community College**

Contact	Charles Lavender
Address	9101 Tuscany Way Austin, TX 78754
Phone	512.223.1198
E-mail Address	lavender@austincc.edu
Description	Provided a campus wide leased project that included a phased in Cisco Unified Communications System. The roll-out included all sites, 2500 phones, IPCC, Enhanced E911, MeetingPlace Web and Video, Management System Admin Training and End-User Training.
Revenue and Timeframe	\$2,800,000.00 – 2006 to present

Customer **Austin Energy**

Contact	Victor Carr
Address	301 West Ave Austin, TX 78753
Phone	512.322.6837
E-mail Address	Victor.Carr@austinenergy.com
Description	Calence is providing project management, 2000 IP Phones, ASA, Monitoring Software, E911, Gateways and IPCC. Next projects are Cisco Meeting Place, Enhanced IPCC, Nice Recording and upgrade CM from 5.1 to 6.1.
Revenue and Timeframe	\$24,000,000.00 – 1999 to present



Appendix F: Cisco Gold Partner Certification

As a Cisco Gold Partner, Insight Networking is a leading provider and partner in the implementation of Cisco's networking technologies. Insight Networking has been recognized as one of Cisco's leading U.S. network integrators, serving the LAN/WAN services needs for the commercial enterprise and government/education markets.

Insight Networking continues to achieve client satisfaction scores exceeding 4.6 (on a scale of 1 to 5) in the implementation of Cisco Advanced Technology solutions from surveys conducted by Cisco. Insight Networking has been recognized as a Cisco National Security Partner of the Year. Additionally, Insight Networking has earned numerous Cisco certifications for various specialized applications.

A Cisco Pedigree

As Cisco's 9th largest direct value-added reseller, Insight Networking boasts over 300 Cisco-certified engineers, including eighteen (16) CCIEs. Cisco is our largest partner since we focus on just the network, and as such, we are a qualified Cisco Gold Certified Partner for delivering the highest level of support, achieving high marks in measurable client satisfaction and gaining elite status by attaining Cisco specializations in the following technologies: Advanced Unified Communications, Advanced Security, Advanced Wireless LAN and Advanced Routing & Switching. To earn Cisco Specializations, Insight Networking must meet individual career certification requirements, client satisfaction targets and pre and post sales support capabilities.

Insight Networking has recently earned the prestigious Master Unified Communications and Master Security Specialization from Cisco. This Master Specialization recognizes an elite group of channel partners who have the most in-depth technology skills built on a track record of client success in selling, deploying and supporting sophisticated Cisco security solutions.

Due to our knowledge and skills in emerging technologies, Cisco has invited Insight Networking to participate in several Authorized Technology Partner (ATP) certifications. The Cisco ATP designation enhances a partner's value and provides Insight Networking the opportunity to enter new markets and develop the skills to deliver these solutions with high client satisfaction. Insight Networking currently holds the following Cisco ATP designations: Rich Media Communications, Customer Voice Portal, Unified Contact Center Enterprise, Outdoor Wireless Mesh, TelePresence and MDS Fabric Switching.

At a national level, Insight Networking works at all levels within the Cisco organization, and is served by a Cisco dedicated account team:

- National Channel Account Manager: Jim Grennan
- National Channel Systems Engineer: Jack Nichols
- National Channel Services Manager: Peter Richards
- Customer Service Manager: Rachanee Spori

This account team gives us a great advantage to our client because we do not have to go into a "client service pool." Our quote-to-order system is tied directly into Cisco's configuration and ordering systems. This automation eliminates the manual entry of quotes or orders. This significantly reduces order processing time and creates direct electronic ordering right from our client's PO. Also, it automatically provides electronic receipt confirmations, status, tracking and billing data.

In addition, Insight Networking is a strategic national partner for helping Cisco stay abreast of reseller business issues. Insight Networking Network Solutions Director, Jay O'Callaghan, worked with Cisco to help pilot its Partner Enablement Program, which is designed to enhance partner capabilities in the Cisco emerging technologies space. On the technical front, Insight Networking Network Solutions Director, Jay O'Callaghan, ensures Insight Networking is at the forefront of new Cisco technologies.

At a local level, the Insight Networking Sales and Professional Services teams work hand in glove with the local Cisco channels organization to review, plan, design, implement and operate Cisco-powered solutions for commercial, government and education clients. Additionally, Insight Networking attends local Cisco training events and co-sponsors informational technology seminars for IT professionals.