



National Amtelco Equipment Owners

What is NAEO?

NAEO is a non-profit association comprised of users of Amtelco telecommunications equipment. NAEO is dedicated to serving its members by providing an opportunity to network, educate, and provide a unified voice to the industry. Members include call centers of all sizes based in the United States and around the world.

Close communication is maintained by a strong email listserv, an electronic newsletter and an annual conference held each spring. NAEO acts as a liaison between Amtelco and its equipment owners by providing education, sharing information among owners and giving feedback to Amtelco on ideas or known issues that arise from members.

NAEO is a strong, active and vibrant association because of dedicated volunteers serving on the Board of Directors and Committees, as well as the members who share their knowledge daily on the listserv and in educational settings. These volunteers work with a staff of association professionals to enable NAEO to continue to thrive by educating and connecting members and continually improving its benefits and value for members.

Mission

An association of Amtelco users dedicated to education, networking, and development of best practices among members.

Vision

To be an indispensable resource to all Amtelco users.

Two Months Free

The National Amtelco Equipment Owners User Group invites you to join our community free for two months. Find out how hundreds of your peers are making their call centers better through the NAEO membership community.

Trial membership includes access to the NAEO Operator Training Program, a web based system designed to help your training needs; access to the NAEO listserv, a community comprised of hundreds of NAEO members sharing advice, solutions, and best practices daily; and registration to one NAEO webinar to experience the high level of education our members receive.

Just a few of our member benefits...

Listserv | Equipment Troubleshooting? Operational Questions?

Instant email access to hundreds of business owners and managers with similar equipment and operations.

Amtelco Service Contract Discount

NAEO members may receive up to 10% off their annual service contract. Most members say this savings pays for their membership!

Business Continuity Program

Are you prepared for a major service interruption? NAEO provides resources to allow you to protect your business when disaster strikes!

Regular Training Opportunities

Online agent training for Infinity, hands on IS programming workshops, supervisor workshops, and regular educational webinars.

Annual Conference

Receive discounted registration to the annual conference.

What Our Members Say

"When it was time to upgrade our equipment, we chose Amtelco because of their features and flexibility. We used the old Leprechaun line concentrator back in the 1980's. It allowed us to offer services we could only have dreamed about then. We knew we could trust them.

Before Alliance committed to our new system, we made sure we did our homework. I went to an NAEO meeting to see what users thought. I told them I was going to seek out the unhappy clients and get the real story. That 'real story' turned out to be a group of satisfied customers who welcomed me warmly into their ranks.

Joining NAEO before we even programmed our system turned out to be a smart move. It was great to have the support of the other members as we got our feet under us. The knowledge that is available over the course of just a few days at a convention represents lifetimes of learning."

- Mike Crossman, Alliance Wireless

Member Benefits

AMTELCO SERVICE CONTRACT DISCOUNT PROGRAM



This members-only program trains technicians and managers to maintain Amtelco equipment. Successful completion of the course may qualify you for up to a 10% discount on your service contract with Amtelco. This one benefit could literally pay for your NAEO membership.

How much can this NAEO benefit save you?

Annual Service Contract (approximately): \$5,000.00

10% Discount = \$500.00

Total Savings utilizing the NAEO discount: \$500.00

NAEO LISTSERV



This active listserv showcases daily postings from other NAEO members, including their questions and comments about a variety of topics: hiring, scheduling, programming, features and other industry related information. By sharing their unique experiences, members are able to use their Amtelco equipment to its full capacity and efficiency. This great resource offers a built-in community to ask industry questions and there is a genuine desire among our members to see members succeed and grow.

You may post questions of your own by sending an email to naeo@naeo.org – please remember to include the system you are on and applications that you use so members can best answer your question. Please note that topics to avoid include pricing or salary discussions and direct recruitment efforts. If you are not already on the listserv, or if you want to add colleagues, send an email to: management@naeo.org.

How much can this NAEO member benefit save you?

If you have NO access to the listserv for Information Technology (IT) troubleshooting:

- 4 hours per month of IT troubleshooting for issues such as remote operators being unable to connect
- In-house IT staff: \$25.00/hr x 4 hrs = \$100.00 (\$1200.00 annually)
- Outside IT support during business hours: \$100/hr x 4 hrs = \$400 (\$4,800.00 annually)

However, having access to a wealth of knowledge from your peers on NAEO's listserv you can get solutions to many common IT questions in a fraction of the time it would take to "go it alone."

If you have access to the listserv for (IT) troubleshooting:

- 30 minutes per month of In-house IT staff: \$25.00/hr x .5 hours = \$12.50 (\$150.00 annually)
- Outside IT support during business hours: \$100/hr x .5 hours = \$50 (\$600 annually)

Total annual cost savings on IT support alone: In-house IT = \$1050.00 Outside IT = \$4200.00

ANNUAL CONFERENCE



NAEO conferences are comprehensive, equipment-specific, information-packed, and affordable. They are unique educational experiences that help you achieve success in your call center regardless of size. Past topics from NAEO's annual conferences include: "Plunging Into eServices," "Infinity as a Collections Platform," "Staffing," "Upgrading Client Satisfaction," and "Skill- Based Call Routing." Specific medical breakout sessions are also held. Management and staff from hospitals and university medical call centers gather to share ideas and learn about new medical applications.

In addition to the quality educational offerings at the Annual Conference, NAEO members enjoy a variety of networking opportunities that allow attendees to share ideas with those in similar business situations. A reception for first-time attendees allows them to easily meet others and quickly become part of the NAEO community. Find out information about the upcoming annual conference at www.naео.org.

BUSINESS CONTINUITY PLANNING



The NAEO Business Continuity Planning Guide and webinar series is all about understanding business continuity and how to develop your own plan. Business continuity planning is the process of putting into place the necessary action plans and resources to ensure your business remains viable despite any business interruption that you may incur. This includes catastrophic disastrous events.

How much can this NAEO member benefit save you?

Average Monthly Revenue (28 day billing cycle): \$100,000

48 hours of lost service (hurricane/snow storm/etc.): $\$100,000 / 2 \text{ days of lost service} = (\text{roughly}) \$3,500.00 / \text{day} \times 2 = \$7,000.00$ lost

Business Continuity routes calls to another center and outage is minimized to estimated 4 hours: $\$3,500.00 / 24 = \$150.00 / \text{hour} \times 4 \text{ hours} = \600.00 lost.

Total savings by creating and executing disaster plan through NAEO's Business Continuity Program= \$6,300.00.

Access to NAEO Business Continuity is free to NAEO Members.

NEWSLINKS



Newslinks is the association newsletter that offers practical industry and equipment-specific information to use in all areas of operations and management. It allows members to keep up to date on industry issues such as customer service, sales, operations and NAEO happenings. Past issues are available to members online at www.naео.org and are always a good reference for tips, tricks, and educational articles.

WEBINARS



NAEO members can participate in a free online training session that lasts from 30-60 minutes on a wide variety of topics, such as HIPAA, Call Distribution, Voice Mail, Scheduling, Voice Logger, and much more. Notices of upcoming webinars are emailed to the membership with instructions on how to register. The schedule is also available in the events calendar at www.naео.org.

INFINITY OPERATOR TRAINING PROGRAM



This web-based program, available at no cost to members in good standing, enables new Infinity call center operators to self-train using the interactive NAEO Operator Training program. As an added bonus, the Administrator can test and track the trainee's progress through the course.

Administrators are able to customize the training program to meet each site's unique training requirements, as the ability to easily insert PowerPoint presentations throughout the program has been built in. The program also allows for custom keyboard settings, enabling the program to work even if the default keyboard settings have been changed.

To begin using this Operator Training program, simply go to www.training.naeo.org and use your company login and password to begin. Please note that a quick start guide, frequently asked questions and equipment clarifications are all on the Operator Training home page for easy reference and to make using this program problem-free.

How much can this NAEO member benefit save you?

If No Training Program Used (average 3 weeks to train and work independently):

Trainee:

\$9.50/hour x 40 hours x 3 weeks = \$1,150.00 (\$1,140.00 actual)

Trainer:

Week 1: \$12.00/hr x 24 hours = \$288.00

Week 2: \$12.00/hr x 40 hours = \$480.00

Week 3: \$12.00/hr x 40 hours = \$480.00

Total cost of training an employee without Program = \$2,400.00

Total savings with NAEO training program: \$840.00 (35%) per employee trained

AMBASSADOR PROGRAM



The Ambassador Program was created to provide guidance, expert opinion, and mentorship to both new Amtelco users and existing NAEO Members in the areas of hardware, software, upgrades, and applications relating to their Infinity Call Center equipment. We can match you with someone in your region and you can benefit from their experience. In many cases, site visits are arranged so you can see in person how the new upgrade will look to you.

Join NAEO today - visit www.naeo.org and click on "Membership."

1000 Westgate Drive | Suite 252 | St. Paul, MN 55114

Phone: 800-809-6373 | Fax: 800-809-6374

www.NAEO.org | management@naeo.org