INI Sets the Standard for Quality Assurance

Our comprehensive project management process sets us apart

At the core of INI's business model lies a deep commitment to provide reliable solutions that deliver measurable value to our clients, and to make the entire process as easy as possible for our business partners and their customers. We accomplish this through a series of unique approaches that set us apart from our competition.

INI Does the Heavy Lifting

As experienced professionals, INI takes ownership of our role in the project management process and shoulders the responsibility of configuring and implementing all the soft components of the IVR platform and application server deployment. By relieving our clients and partners from the burden of installing the server environment, we are able to pre-configure the required software and operating system to maximize efficiency, compatibility and security. This results in an extremely stable environment with fewer variables that could hinder the deployment process or compromise overall quality. INI clients enjoy the benefits of a streamlined, professional installation with minimal impact to their workflow and our partners can focus on implementing the contact center hardware and infrastructure.

INI Builds from Proven Components

INI builds its solutions from proven application modules that have been tested and refined over thousands of successful deployments. Each application is designed to maximize efficiency, integrate with back-end systems, and meet specific customer requirements. With a recognized talent for end-user dialog design, INI front-loads the user interface for an enhanced customer experience, which has been shown to increase customer satisfaction and brand loyalty.

INI Hardens to NSA Security Standards

From the earliest stages, security is built into INI's development process. Because we install a pre-configured Linux operating system on the application server, we are able to harden the system to NSA standards eliminating most security risks long before test scans are run during the deployment phase. While additional hardening is often required to meet specific industry and customer requirements, our process provides an extremely secure base platform that minimizes the number of patches required during customer validation.

Contact Center Solutions
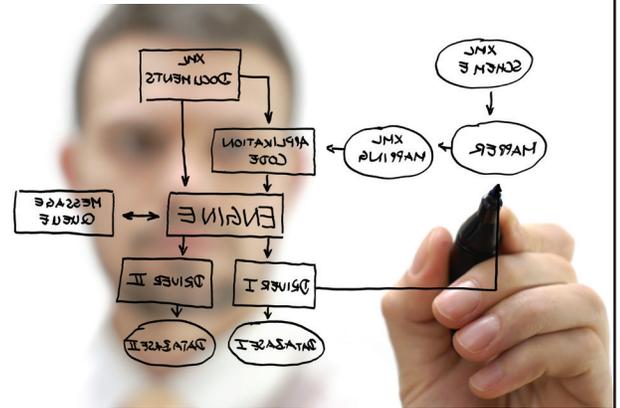
INI Project Life Cycle

Project Definition

Deliverable: Statement of Work

Project Planning & Requirements Analysis

Deliverable: Project Workbook

Application Design

Deliverable: Application Design Document

Application Development & Testing

Deliverable: Customer Validation Test Plan

Deployment & Customer Validation

Deliverable: Software Delivery

Support & Maintenance

Deliverable: Customer Support Guide

AVAYA

DEVCONNECT
TECHNOLOGY PARTNER

INI Sets the Standard for Quality Assurance

INI has engineered its Project Life Cycle to be a comprehensive managed process, incorporating rigorous control protocols from various disciplines along each stage of the project to ensure delivery of a sound and reliable product. The Project Life Cycle consists of six distinct and clearly defined stages, each with an important deliverable provided to the customer.

Each engagement is assigned a project manager who meets regularly with the customer and business partner to document requirements, update status, acquire input, and to ensure expectations are captured and contained. As the project progresses through INI's design, development, quality, and deployment phases, each team works off extensive checklists that include validation test points at key stages. In addition to verifying adherence to agreed upon requirements, these checklists minimize distractions to the customer and ensure on-time, in-budget delivery.

Because of INI's thorough project management process, we are able to capture a complete picture of the customer's requirements. We validate these findings by providing thorough documentation all along the Project Life Cycle, each containing a comprehensive level of detail.

INI Develops to the Customer Platform

INI develops its solutions on a fully functional, stand-alone testing server configured to match the customer's IVR environment as closely as possible. By the time the final product is deployed at the customer site, it has been verified to ensure optimum performance and is ready for integration testing and customer validation under actual conditions. This results in a shorter and less complex deployment that significantly reduces the strain on customer resources and their contact center.

Interactive Northwest, Inc. (INI) was founded in 1992 to provide custom communications solutions built upon leading IVR and telephony platforms. INI was one of the first companies to provide combined expertise in network and host connectivity, database integration and telephony networks needed to deploy advanced communication solutions.

INI grew out of a successful VAR business established in 1986 to sell and support AT&T's first data products, with an emphasis on voice messaging and voice processing services.

Today, the company is recognized for its expertise in voice response, speech recognition, CTI, security and SIP. Its devotion to quality and customer satisfaction is reflected in a track record of successful implementations in a variety of client environments.

INI's software products and services address the complete life cycle of self-service implementations—from solution design and project management to interface development and test, deployment, documentation, training and ongoing support.

The company's differentiation lies in areas critical to the success of self-service systems: deep technical expertise in the underlying technologies—networking, operating systems, database integration and computer telephony; a recognized talent for natural end-user dialog design that leads to a better experience for the caller; and a disciplined, highly tuned project management process that ensures successful completion of the most complex projects on time and in budget.

INI has leveraged this expertise to create innovative, standards-based tools that augment platform products. In addition, it has developed several database integration tools and speech-recognition system tuning approaches that speed implementation and ensure the highest possible quality.

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