



Toshiba Uses Interwise for Global Support Centers Training and Collaboration, Achieves 367% ROI in First Year

VoIP Quality, Unique Pricing Model Solidified Technology Choice; Superior Customer Service And Strong ROI Cements 3 Year Agreement

CAMBRIDGE, MA, June 15, 2004 – Interwise, the foremost provider of true enterprise conferencing software, today announced that Toshiba Corporation-Personal Computer & Network Company is using Interwise’s award-winning web conferencing technology to deliver Web-based training and collaboration to its global support network and authorized service providers. While the initial application was selected to provide training and collaboration support for Toshiba Americas’ North American call centers, Toshiba recently expanded the relationship with Interwise with a three year, global agreement to implement ECP Connect as the enterprise conferencing and training standard across all its call support and service centers worldwide. This move was driven by extremely positive first year results that included a 367% ROI from reductions in conference call service fees and travel-related costs, and a dramatic increase in the quality and level of communication between all support constituents.

Toshiba chose Interwise technology for this global support initiative based on three key factors: Interwise’s innovative business model, quality of Voice Over Internet Protocol (VoIP), and superior customer support. Interwise’s unique, unlimited conferencing-fixed price license model enabled Toshiba to cost effectively train and collaborate with both internal global call centers and external authorized service providers without any fear of financial penalty or hidden costs. Toshiba now uses Interwise technology to conduct internal meetings among call centers, provide training on new product releases, host live Q&A product sessions, and support third level technicians’ on-the-fly support questions.

“Interwise’s exceptional customer service helped Toshiba launch our global call center initiative during a time when Toshiba’s travel was strictly limited based on the start of the war in Iraq,” said Wally Broderick, Manager of Support Operations & Training Department, Toshiba America Information Systems. “Interwise had Toshiba up and running in under a week’s time and their easy to use software provided a smooth and seamless experience for our support personnel.”

Continued Broderick, “Through our Interwise implementation, Toshiba has achieved noteworthy ROI while increasing the effectiveness and ability of our support personnel to provide outstanding support to Toshiba customers.”

Under the terms of the new three year agreement, Interwise will also replace a competing web conferencing vendor and will serve as the conferencing standard for Toshiba sales and IT operations.

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About ECP Connect

Interwise's ECP Connect software integrates the worlds of Web conferencing, voice conferencing, eLearning and Web seminars in a single, integrated, all-IP platform. Available as both a hosted service and on-site software, this platform integrates with a company's existing VoIP infrastructure to accelerate massive cost-saving opportunities without requiring expensive upgrades of existing telephone handsets. Interwise's technical strength is complemented by a business model that offers unlimited internal and external conferencing for a single, fixed price.

About Interwise

Interwise helps organizations address the communications challenges presented by dynamic business environments, global marketplaces and geographically dispersed stakeholders. The Interwise Enterprise Communications Platform (ECP) is an integrated solution for delivering real-time multimedia communications across the extended enterprise. ECP combines voice, rich interactive content, and streaming video in a single platform to support a company's web conferencing, collaboration and eLearning needs.

About Inroads

Inroads provides both Educational Institutions and Corporates experienced consulting on how to best implement the Interwise solution. Our team is made up of seasoned managers and specialists focused on delivering complete project management, from training to installation. Whether the requirement is for eLearning, training, collaboration, or a conferencing solution, Inroads has the experience to provide a complete solution. Through our premier partners, we offer the required hardware and hosting services below retail costs, giving our customers a more cost effective solution.

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