



Intelligent Solutions

From the World's Leading Conferencing Specialist

Web Conferencing Solutions

What if you could work on a document along with your business partners dispersed throughout Europe? Or share your vision simultaneously with investors located at the four corners of the globe? Or what if you could demonstrate software applications remotely for sales or training?

InterCall's Web conferencing solutions bring the power of visuals, real-time collaboration, application sharing, polling, chat and much more to your audio conference.

Best of all, you can record your Web based conferences so that anyone who missed it live can play it back, 24 hours a day, 7 days a week.

The result - a completely integrated communication package, all from the industry's leading provider of Audio, Video, Web and Event conferencing solutions-InterCall.



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InterCall is a Subsidiary of West Corporation



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Web Conferencing For Business Communications

The popularity of Web Conferencing continues to grow as businesses realise the benefits that technology can add to their communications. Used in conjunction with a standard conference call, Web Conferencing adds impact to any message and increases interaction with participants.

Web Conferencing allows users to view a slide presentation or work together online using only their PCs and an Internet connection. Perfect scalability makes Web Conferencing the ideal complement for almost every type of meeting; from collaborative working sessions with a small group to company-wide presentations for thousands of employees. Web Conferencing interfaces are easy to navigate, so even a novice can host or attend a virtual meeting without any formal training.

Web Conferencing does not replace all traditional face-to-face meetings. Instead, Web Conferences supplement in-person meetings allowing businesses to communicate more frequently. Just about any type of conference can be conducted via the Internet at a much lower cost than a comparable face-to-face meeting.

Attention-Getting and Interactive

Moving meetings online does not reduce interaction. To the contrary, Web Conference leaders can hold the interest of an audience through a multitude of features. For example, Document Collaboration allows individuals in various locations to interact on any type of document in real-time. Polling enables a conference leader to get immediate feedback and find out what the audience is thinking. These features, along with Whiteboard, Chat, and Web Touring, are just a few of the many ways that Web Conferences increase interactivity.

Convenient and Time Saving

Using recordings and archives, Web Conferences become available for replay at any time. Recordings eliminate the task of getting those who missed the "live" meeting up to speed on what was discussed. Conference archives give participants the option to conveniently review information - whenever they need it, wherever they are.

The use of Web Conferencing will continue to increase as businesses search for ways to balance the desire to stay connected with the need to keep travel expenses under control. Although it will never completely eliminate face-to-face meetings, Web Conferencing allows business partners to communicate more effectively and more often than ever before.

InterCall offers you the most comprehensive suite of Web conferencing solutions and features. Following are overviews about each of our Web conferencing platforms, Mshow®, MeetingCentre® and Conference Place.



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Mshow

With the ever-changing climate of business today, it's critical to communicate with employees, customers and investors wherever they may be. Mshow® web conferencing is designed to help you present information and share ideas via the Internet. Mshow's services enable hundreds of organisations to communicate effectively with thousands of individuals across the globe with substantial time and cost savings.

It's easy to conduct an Mshow web conference. Our dedicated event managers handle all the details for you. All you need is a browser and a connection to the Internet to deliver information to an audience of up to 10,000 participants simultaneously.

Mshow is designed to help you host large scale events and communicate with large audiences via the Internet. Mshow's fully managed web conferencing, streaming and interactive broadcasting services have already enabled hundreds of companies and organisations to share ideas with thousands of individuals across the globe. The results? Increased reach and improved time to market, reduced sales cycles, and substantial time and cost savings. Mshow makes it easy to turn your ordinary conference into an extraordinary event.

Deliver Your Message with Maximum Impact and Participation

- **Conduct marketing seminars** to create awareness, drive demand, and build customer relationships.
- **Deliver online training** and reach more people in a format that replicates typical classroom interaction.
- **Launch new products** to your sales force or customers without taking them out of their office.
- **Provide financial updates** in a timely and accurate manner to the investment community.
- **Communicate corporate announcements** to thousands of employees while keeping the message consistent.

Mshow Makes it Easy From Start to Finish

- **No special requirements** are needed to conduct or join a show, just a telephone and a PC with a connection to the Internet.
- **A Fully Integrated Solution** including web conferencing, streaming, and interactive broadcasting services.
- **Online Reservations and Invitation Management** to set up shows and send out custom invitations and reminders.
- **Custom Content Services** with presentation enhancements such as animation, Flash media and embedded audio and video.
- **Dedicated Show Managers** to help organise your event from beginning to end.
- **Robust Show Features** such as delivery of multi-media presentations (including Flash media), webcasting (audio and video), application sharing, web tours, annotation (available on slide presentations, application sharing and web tours), interactive polling, archiving of shows, and much more.
- **Post Show Reports** including participant information and polling results from your live show. If the show was archived, reports provide details about who accessed the archive and for how long.
- **Scalable Technology** accommodates thousands of users simultaneously.
- **Technical support** available to answer any questions in addition to providing real time support during a show.



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MeetingCentre

In today's fast-paced business environment, making decisions quickly and efficiently is critical to maintaining a competitive advantage. Time wasted scheduling in-person meetings, making travel arrangements and bringing together a globally dispersed team can mean lost revenue and increased operating costs. Every minute counts.

With MeetingCentre™ powered by WebEx™, you can increase effectiveness and productivity- across your entire company- and make faster, more accurate business decisions every day. Collaborate with employees, customers and business partners- anytime, anywhere. MeetingCentre integrates data, voice and video content within a standard web browser so you can conduct real-time meetings over the Internet- simply and quickly.

Rely on MeetingCentre

- **Present** slides to make your meeting more memorable
- **Conduct** sales presentations or training sessions
- **Share** your latest sales and financial projections
- **Collaborate** on product plans and design specifications
- **Annotate** technical documents

MeetingCentre Features

Document Sharing: View PowerPoint presentations, documents or graphics without uploading the files to a server. MeetingCentre service's unique Vector format allows for high resolution, multi-level zooming and annotation capabilities.

Support for Microsoft® PowerPoint™ Animation and Transitions: Share multiple PowerPoint presentations in a single meeting with support for animation and slide transitions.

Multimedia Content Sharing: Play back multimedia objects, including Flash and streaming video and audio, within PowerPoint presentations. Incorporate streaming multimedia from any website into your meeting.

Application Viewing: Show any business-critical desktop application without uploading files to a server. Present any application remotely, enhancing the effectiveness of live demos and team meetings.

Application Sharing and Desktop Collaboration with Remote Control: Share anything on your desktop with an audience member to instantly solve customer support issues, conduct more effective live demos and streamline project meetings.

QuickStart Screen: This tool provides one-click access to the most commonly used meeting features like Presenting a Document and Sharing an Application.

File Transfer: Presenters can easily pass documents to participants for download during a meeting.

Polling: Allows presenter to solicit feedback from attendees via online survey responses.

Multipoint Video Integration: Incorporate real-time videoconferencing into your meeting from up to four desktop video cameras.

Record, Edit and Play Back Meetings: Record an entire meeting or any desktop application for later reference, training purposes or demos. Even edit the



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recorded session in preparation for playback and take ownership of your content. Once saved, participants can view and listen to the archive offline.

Schedule Meeting Wizard: Quickly walks hosts through the steps of scheduling a meeting.

One-Click Meetings: Instantly start meetings and effortlessly bring decision makers together with just one click.

Auto-Play Presentations: As attendees join the meeting they can view a presentation, which runs automatically or is attendee controlled.

Note Taking Panel: Provides attendees with a window to take and save notes for meeting minutes.

PowerPanels™: Customise your meeting view by opening, closing and resizing Participant, Chat, Notes, Video and Polling panels according to the needs of your meeting.

Meeting Transcripts: A transcript of the meeting can be emailed to attendees to ensure timely follow up on important decisions and action items.

Floating Icon Tray: Float your PowerPanels over your meeting screen when in Full Screen view to get access to essential meeting functions and tools. The tray also allows you to seamlessly switch between sharing modes.

Microsoft® Office Integration: Seamlessly share Office documents in a meeting with a single click to increase the convenience of information distribution.

Microsoft® Outlook™ Integration: Leverage leading enterprise workflow applications to streamline the meeting scheduling process.

Add to My Calendar: Create appointments in major calendar applications containing meeting information via a one-click "Add to My Calendar" button.

High Performance and Reliability : With servers strategically dispersed at facilities around the globe, the WebEx Interactive Network routes meetings through hubs that deliver reliable, secure, high-performance services. Presenters conduct multi-unit interactive meetings without latency or interruptions from anywhere in the world.

Security: Support for SSL encryption enables you to securely conduct interactive meetings with even the most confidential information.

To see MeetingCentre in action, go to www.meetingcentre.net and click on "Tour and Live Demo".



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Conference Place 2005

Are you looking for a tool that will make your conference calls more interactive and engaging? Need a way to bring the power of graphic presentations delivered via the Internet to any size meeting you may host? Conference PlaceSM from InterCall[®] is the answer.

See How Conference Place Can Impact Your Business Communications

Conference Place 2005, powered by Microsoft Office Live Meeting, is a powerful web conferencing solution that enables you to:

- Work together with colleagues, customers, prospects and partners, no matter where you are
- Collaborate with groups of all sizes without leaving your desk
- Conduct virtual meetings at a fraction of the cost of travel
- Accelerate productivity throughout your organisation
- And much more!

With Conference Place, everyone participates in your meetings right from their PCs. You can kick off a project, brainstorm ideas, edit files, collaborate on white boards or negotiate deals - all without leaving your office chair!

Conference Place Features

Conference Place provides unique interactive capabilities, integrates with your existing business communications tools and productivity applications and incorporates a familiar and easy-to-use interface that improves remote collaboration and enables effective meetings for companies of all sizes.

Interact With Groups Of All Sizes

Whether you are brainstorming with a remote colleague or presenting a product launch to a large audience, Conference Place offers a rich set of tools that allows you to customise the level of interactivity needed with your meeting participants.

- **PowerPoint Viewer** Leverage the full capabilities of Microsoft[®] Office PowerPoint[®] presentations with high-resolution support for all types of animations and slide transitions. Enable participants to better engage by switching in or out of a full screen view as they choose.
- **Document Viewer** Share any printable document instantly for online review or editing. With this high-resolution viewer, participants can zoom in and out without loss of quality to the text or graphics.
- **Application Sharing** Share control of software on your desktop without losing sight of participant feedback or text questions. Meeting participants can request control and presenters can quickly grant control to any participant. Presenters can customise the colour depth and screen resolution to better engage with participants who have varying desktop capabilities.
- **Collaboration Tools** Encourage audience participation through interactive features like the Question Manager that enables presenters to view and respond to questions by replying to individuals or to all participants. Other interactive tools include: Real-Time Polls, Mood Indicators, Chat, Annotations, Whiteboard, Text Slides and Web Slides. Use these tools to draw, annotate and type simultaneously to simulate the natural interactivity of an in-person meeting environment.



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- **Ongoing Meetings** Your virtual meeting room retains all meeting documents and ongoing annotations, edits, whiteboard and text brainstorming sessions.

Integrate With Other Business Communications Tools

Through its points of integration, you can use Conference Place to collaborate in a convenient, online meeting venue. From meeting setup and preparation to meeting management and follow-up, Conference Place provides a streamlined environment for web conferencing.

- **Office Integration** (available late July 2005) Powered by the Microsoft Office System, Conference Place lets you initiate meetings from Microsoft Office programs such as Outlook, Word, Excel, PowerPoint, Project and Visio. You can schedule meetings using Outlook, even when offline, send separate meeting invitations to presenters and attendees and automatically include your InterCall audio conference information in every meeting invitation.

Easy To Use For Everyone

Because Conference Place incorporates the familiar Microsoft Office look and feel and streamlines common meeting tasks, participants from around the world feel at home using it. With the assistance of your InterCall sales representative, you can quickly and easily deploy Conference Place across your department or even the entire company.

- **Getting Started** Get new users up to speed through quick, in-meeting help resources for common tasks. Tips are tailored to the meeting phase and the role of the meeting participant.
- **Online Training** InterCall's free online training sessions are a standard part of the Conference

Place package. Our web conferencing specialists will guide you through basic features, applications and tips and hints. Whether you are a web conferencing novice or pro, our trainers will give you the information you need to host a successful Conference Place meeting.

- **One-Click Content Controls** Conference Place makes managing your presentation easy through intuitive "drag-and-drop" opening of files, thumbnail navigation of documents and a common resource list that maintains an inventory of everything that's available for the meeting.
- **Participant Management** Easily maintain control of meeting participants through features such as Meeting Options that enable the presenter to turn meeting tools on or off instantly depending on the level of interactivity desired. Other participant management features include: promotion of attendees to Presenter or Active Presenter, view Attendee Profile, send email to participants from the meeting and invite or remove participants.
- **Meeting Lobby** This virtual meeting location is always available for meetings. By sending meeting guests to the Meeting Lobby instead of directly to the meeting, you have an additional mechanism to screen participants before permitting or denying entry to the meeting.
- **Record and Playback** Recording your presentation is simple—just a few clicks of your mouse, no special equipment required. Those who missed the meeting can view recordings on-demand using Windows Media® Player or by downloading the recording for viewing at their convenience.

To see Conference Place in action, go to www.conferenceplace.net and click on **Tour and Live Demo**.



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Features	MShow	ConferencePlace 2005	MeetingCentre	TrainingCentre
concurrent participants	10,000	1,250*	500	500
animation - Flash	X		X	X
animation - PowerPoint		X	X	
annotation - application share/web tour	X		X	X
annotation - within slides	X	X	X	X
application sharing/viewing	X	X	X	X
audience view/seating chart	X	X	X	X
breakout sessions				X
chat	X	X	X	X
custom content services	X	X	X	
emoticons				X
file transfer			X	X
instant feedback				X
instant meetings	up to 150 participants	up to 500 participants	up to 500 participants	up to 500 participants
Lotus Notes integration		X		
meeting calendar				X
meeting invitations	X	X	X	X
meeting transcript			X	X
Microsoft Office integration		X	X	
Microsoft Outlook integration		X	X	X
moderated Q&A	X	X		X
multi-language support			X	X
multiple presenters	X	X	X	X
note taking panel			X	
online scheduling	X	X	X	X
participant search	X	X	X	X
participant software download	X	X	X	X
password - attendee	X	X	X	X
password - leader	X	X		
polling - instant		X	X	X
polling - pre-planned	X	X	X	X
pre- or post call survey	X	X	X	X
print and save files		X	X	X
project accounting codes			branded websites only	X
record and playback	X	X	X	X
record and playback - CD	X			
record and playback - editable			X	X
recurring meetings		X	X	X
registration	X	X	X	X
remote computer access				X
reporting - archive tracking	X	X		X
reporting - chat	X		X	X
reporting - exportable	X	X	X	X
reporting - participant list	X	X	X	X
reporting - polling results	X	X	X	X
reporting - results shown as charts/graphs	X			
screen capture		X	X	X
SSL encryption	X	X	X	available upon request
streaming - live audio	X			
streaming - live video	X			
supports 3D objects	X		X	X
supports audio clips	X		X	X
supports video clips	X		X	X
testing and grading				X
upload slide presentation instantly		X	X	X
video via webcam				X
web touring	X	X	X	X
whiteboard	X	X	X	X

Additional fees may apply for select features. *Supports more with advance notice and planning



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