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## **American Telesis announces Agent Support for Large Bandwidth & Network Opportunities**

American Telesis, Booth 300, a Channel Partners Conference & Expo sponsor and a provider of specialized private lines and data networks, has taken Agent Support to the next level. They have expanded their Colorado office space and staff to house their new Agent Support teams. These teams include Network Design Engineers and Sales Support Consultants who will work with Agents on their large bandwidth and network opportunities from qualification to implementation.

In today's telecom environment, solutions have become more complicated and the need to understand the customer's entire data requirements, present and future...much more complex. No two customers have the same data needs. The most common solutions range from Ethernet Private Lines, Private Line Networks, MPLS, IPVPN or combinations of these as well as secure wireless access.

The problem today is that the solutions have become much more technical requiring sales engineers to guide salespeople and customers through the process. That is why American Telesis has created Support Teams to work with their agents every step of the way. The new Support Teams will not only price the circuits, but guide agents through the sales and network design process. This ranges from suggesting questions to ask the end user so that the appropriate network is designed, to actively engaging in end user calls to brainstorm with the customer and come up with solutions that fit their needs. Without all the initial legwork, many agents risk losing the business simply because they did not propose a network that truly fit the needs of the end user. This is an easy trap to fall into. Many customers request pricing for one type of network, unaware of the other options available to them. The agent that comes in with the right fit will win the business now and in the future.

"For our Agents to be effective, we need to provide them support from start-to-finish. We must assist in developing solutions that are creative and cost efficient. When customers are making decisions on costly large networks and/or Gig-E bandwidth, they need a high level of expertise and, in some cases, a little extra guidance as well. It is essential to give our agents and their customers access to the technical expertise of our Design Engineers and the tactical strengths of our Sales Support Consultants from Qualification to Implementation. This brings additional credibility to the proposal while also increasing the Agents' success rate," states Monica Bauer, Executive Vice President.

American Telesis knows that the key to providing a winning solution comes from increased support for these complex opportunities. Visit American Telesis at Booth #300, bring them your next network opportunity and experience the AT difference!

American Telesis is a facilities-based carrier offering network solutions across the globe to all industries. They provide a complete suite of Data, Ethernet and IP products including MPLS/IPVPN and Managed Services. Established in 1992, American Telesis delivers solid growth, profitability and proven track record for the Agent community with No Minimums, No Auto-Attendants, On-Time end-to-end provisioning, seamless circuit migrations, 24/7 support and customized invoicing.