

4 May 2018

Technical Information Systems
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South Africa

Man 3000 Telephone Management Software - Reference Letter

Dear Reg

Analog & Digital Communications is a telecommunications business based in Durban, Kwa Zulu Natal. The business was started in 1988, and has had a progressive approach to changing trends in the PBX and communications sector ever since. A&D has a simple strategy which has made it successful over the years, and that is simply to partner with "best of breed" vendors and service providers. One such provider, with whom we have had a long relationship with, is TIS and the Man 3000 product.

Man 3000 is used by A&D for various Telephone Management System installations, both onsite and now with our cloud hosted PBX platform. The product has evolved with the changes in the way telecommunication has evolved over the years, from the first installations using 3 x floppy disks on early Windows desktops and a traditional PBX, to advanced onsite server based appliances, and now to cloud based, multi-tenant systems.

There are many factors that make MAN 3000 an excellent product that fits well within our offering. These include:

- The easy to use graphical interface
- Quick and accurate reporting
- Relevant, pre-defined reports including Top X reports are very popular
- Easy Scheduling
- Fits on all types of PBX
- Now, web based so no onsite support required

The other equally crucial factor is customer service and support. A&D have always received good support and service from the staff at TIS.

It is our pleasure to offer this letter of recommendation to prospective clients, and assure you that your telephone management requirements are in very capable hands with this product.

Yours Sincerely

Kelvin Brown
Technical Director