



# PRODUCT FAMILY

## PRODUCT FEATURES OVERVIEW

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PRODUCT FEATURES

**iLinc's product family is a tightly integrated quartet of purpose-built applications — cost-effective and easy-to-use — that give you an unprecedented ability to meet, conference, train, and provide support across the Internet. With iLinc, you can reach around the world with personal communications without ever leaving your office.**

**Be more productive.**

**Communicate more effectively.**

iLinc applications help you increase business productivity through more effective and more efficient communications. From our roots in Web-based information systems and training, we've developed a powerful yet remarkably easy-to-use family of software products that take full advantage of leading-edge Internet, audio, and network communications technologies.

Secure and reliable, iLinc Web conferencing software will save you time and money while it improves the effectiveness of your communications. With our focus on increasing your productivity, we've evolved our core suite of business conferencing and collaboration products to deliver a communications experience equal to, and in some applications superior to, that of an in-person presentation.

No matter where within your company you need to communicate, collaborate, and succeed, iLinc is the ideal solution.

**Success, your way.**

Using the latest Voice over IP (VoIP), distributed server and content delivery technologies, iLinc puts you in control of Web conferencing, online communications, and business collaboration solutions.

For the ultimate in flexibility, choose our purchased and installed licensing option, with one-time fees and volume discounts. iLinc applications will run on your servers, inside your firewalls, scaling to support a virtually unlimited number of participants.

If you prefer to take advantage of our managed services, opt for our Hosted implementation. We'll provide you with a highly secure and reliable data infrastructure from which you'll deploy your iLinc solutions.

**Choose the iLinc implementation that works best for you.**

- **Purchased and Installed:** You make a one-time investment in iLinc software, plus an annual maintenance plan. There's no charge or license fee for ongoing use of the software, and you may opt to add distributed servers and redundancy as your iLinc deployment grows.
- **Hosted:** If you prefer to take advantage of our managed services, opt for our pay-per-use hosted Application Service Provider (ASP) model.
- **Hybrid:** A combination of the hosted and Installed options, our hybrid plan allows you to make a one-time investment to license the software but provides for hosting and management of your iLinc solutions in our dedicated collocation facility.

www.iLinc.com



COMMUNICATE.  
COLLABORATE.  
SUCCEED.

Learn more  
about the iLinc  
product family:

Call 800-767-9054, visit us on the Web  
at [www.iLinc.com](http://www.iLinc.com) or send an e-mail to  
[customer@iLinc.com](mailto:customer@iLinc.com).

## LearnLinc:™ Think outside the box. Train outside the classroom.

- **Increase training productivity and decrease training costs:** LearnLinc is a comprehensive Web conferencing application that provides a highly secure and reliable platform for online training and eLearning. Imagine being able to train geographically dispersed teams, all at the same time, with the highest levels of interactivity available from any Web conferencing solution.
- **Loaded with advanced features:** LearnLinc's advanced features are so easy-to-use, you'll notice an immediate improvement in the content, effectiveness, and consistency of your training programs. Customers tell us they're able to be more creative in developing courseware with LearnLinc's impressive array of interactive and collaborative capabilities in hand.

## MeetingLinc:™ Take your meetings on-line.

- **Erase geographic boundaries:** MeetingLinc has the power to erase geographic boundaries by enabling you to make highly interactive, flexible, and powerful presentations over the Web. You can truly win business anywhere, at any time.
- **Integrate content with ease:** MeetingLinc's ease of use means you'll see immediate benefits to the way you communicate and collaborate. MeetingLinc's ability to present a wide variety of content — PowerPoint™ slides, audio and video clips, documents, media files, and applications — adds power and persuasiveness to all your meetings.

## SupportLinc:™ Fast, easy-to-use, effective.

- **Real-time support:** Web-based customer support tools and systems enable better interactions between support staff and customers than either phone or e-mail systems. And it makes perfect sense. Because when a problem crops up, internal, and external customers want two things. First, they want to know there's somebody on the other side of the screen who can help. Second, they want their problem to go away — quickly.

- **Faster problem resolution:** SupportLinc's feature-set allows remote administration of a customer's desktop. For example, our shared pointer clearly leads your customer, by the hand, right to the trouble spot for faster problem resolution. This level of interaction and direction is virtually impossible to communicate over the phone, and not even an option via e-mail.

## ConferenceLinc:™ A conference room thousands of miles wide.

- **Conference virtually anywhere:** ConferenceLinc will save you time and money while providing you with the ability to communicate to large audiences virtually anywhere via webcasts. For any situation that calls for a traditional "one-to-many" presentation format, ConferenceLinc offers an array of innovative communication technologies, such as interactive whiteboards, synchronized Web browsing and the ability to record and play back conferences.
- **Engage your audience:** ConferenceLinc adds a number of easy-to-use elements of interactivity to keep your audience engaged. For example, two examples: Customized questions that presenters can create prior to a meeting or "on-the-fly" during the discussion. Instant feedback and polling that the presenter can request from the audience.

## iLinc phone conferencing: Clearly speaking.

- **Everyone can have their say:** Communicate with your entire audience in one virtual room, quickly and easily, with iLinc phone conferencing services. Choose from four service solutions to meet all your conference calling needs, including On-Demand (no reservations needed), Reserved-Automated, Operator-Assisted, or Online Event Services.
- **Integrated phone and Web:** iLinc's phone conferencing offers stable, reliable, crystal-clear conference calling while providing each individual with the flexibility to choose how they receive their information — via phone, streamed over the Internet, or a mix of both. Combine phone conferencing with any of our advanced Web conferencing and collaboration applications and you'll have an integrated phone and Web communications package.