



## FOX ePROcurement Customers Speak Out!

**Note to Reader:** We are proud and honoured to have our clients provide their thoughts about our technology strategy and procurement services. Some of these clients encouraged us to enhance and upgrade our ePROcurement tools to be able to work with them and other organizations!

**Global Professional Services Firm – Vendor Analysis and Benchmarking** – As CIO, I hired Roberta and her team multiple times over a 2 year period to assist with telecom and data network initiatives. Their approach, methodologies and processes were very mature - they found a balance of engagement and thoroughness that kept my team and hers on track. Their personal engagement, experience and insights were invaluable to our strategies and initiatives.

**Regional Government – Technology and Vendor Analysis/Benchmarking and Negotiations** - Numerous technology acquisitions, strategy and vendor negotiations projects - I had the pleasure of retaining the Fox Group a few times while I served as Chief Information Technology Officer for an Ontario Regional Government. Her professionalism, great attitude and comprehensive knowledge not only of the telecommunication business but her creative ways of transferring that knowledge to me and my staff was incredible. Her and her team are consultants who think outside the box, and Roberta's innovative and fertile mind has an amazing knack for cutting through the nonsense and getting to the heart of an issue quickly without forgetting about the big picture. Roberta and her team have an intense focus on results and that is probably the secret to their success, coupled with an amazing gift for building strong business relationships.

**Provincial Government Agency – RFP Technical Specifications, Vendor RFP documents and Acquisition Validation** - Roberta and her team did consulting for us in developing the detailed VoIP/UC and contact center specifications documents. Her team are experts in the telephony field, were up to date with the latest technology, and delivered a highly detailed document on time and on budget.

**Federal Government Agency – UC Strategy, RFP Technical Specifications and Procurement Analysis Tools** - Roberta is an Executive Professional who has this outstanding ability of turning a business strategic vision into a concrete strategy, architecture, plan and attainable actions. She successfully engages her clients and her team down to the tactical levels in order to generate exceptional real results. She is a creative and innovative person with a broad knowledge of the telecommunications technologies, vendors and the technology industry, which in concert with her capacity to execute on projects and plans; leads to fast operating results and financial benefits early on. I have been a client of FOX GROUP on several occasions, and I would consider myself very fortunate to have the opportunity to work with them again.

**Community College - Managed Services Vendor Negotiations** - Roberta J Fox is a telecom expert, and has a tremendous network with the telecom industry in North America. We have engaged her in our Managed Services strategy and contract negotiations and her advice was valuable in our due diligence process to ensure a successful managed service implementation project.

**Non-Profit Association – UC Strategy, PBX Replacement RFP/Vendor Analysis** - When our telephony system's call centre experienced some functionality issues, we accelerated its quest to replace its current system. FOX GROUP adjusted to our new requirements and deftly oversaw an RFP process and acted as an intermediary between our firm, and the respective vendors – offering analysis and insight every step of the way. FOX GROUP's dedication and resolve to understand how our firm operates was paramount to our telecommunications project's success. Roberta Fox and her staff have been professional, insightful, and adaptable and provided much needed support throughout the project. I would not hesitate to endorse FOX GROUP to any organization that requires similar support for their telecommunications project(s).

**Financial Investment Firm – PBX RFP – Vendor Comments** - The FOX GROUP is truly a professional and talented team. They have a unique ability to translate a client's business needs into technology requirements in a consultative approach, and perhaps more importantly they'll provide a path to get there and guide the client along the way. Their telecom expertise has been widely known, and now they've proven themselves in the area of Unified Communications as evident by their ability to guide the transformation process for a large financial services firm. I'd highly recommend Roberta and team when an opportunity presents itself.

We would be happy to provide client contact details upon client information release.