**s u n** m i c r o s y s t e m s



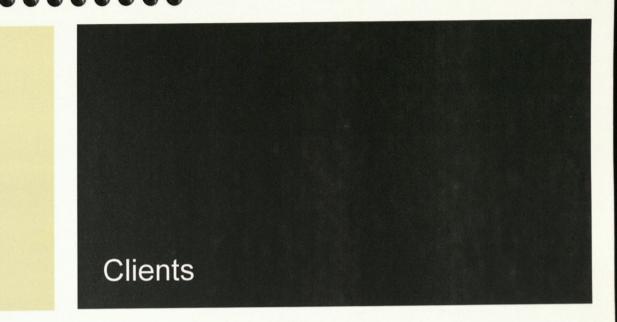
1185 Design is a graphic design firm committed to creating memorable brands

- > Founded in November 1985
- > 20 years of designing for technology and technology-related companies



# 1185 Design currently employs 30 people including:

- > Designers
- > Illustrators
- > Web Programmers
- > Production Designers
- > Project Managers
- > Administrators



## We have the privilege of working for clients such as:

Activant

Adobe

Applied Materials Applied Biosystems

Ariba

Borland

**Business Objects** 

Caspian

Cisco Systems

Computer Associates

**Envision Peripherals** 

Fujitsu

IBM (small products division)

Informatica Intervoice

**IPValue** 

Kleiner Perkins

LeapFrog Schoolhouse

Logitech

McAfee

Mercury Interactive

nCircle

Netflix

**Novellus Systems** 

Openwave

Oracle

Pacific Biosciences

**Picolight** 

SAP

Sears / VEOS division

SGI

Stanford Bio-X

Stanford Graduate School of Business

Stanford Law School

Stanford Neuroscience

Stanford School of Medicine

Sun Microsystems

Sybase

Symantec

Tivo

Tibco Software

Verisign

Viterion

Woods Institute for the

**Environment at Stanford** 

Xtent, Inc

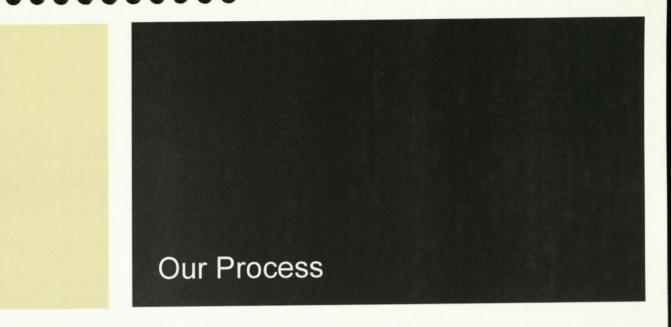
Experience / Service

1185 Design has helped launch over 350 corporations

Development of Corporate Identity

Followed by development of Comprehensive Look & Feel

- > Collateral
- > Packaging
- > Web Design
- > Multimedia



Our Process:

Our process is what differentiates 1185 Design from other design firms.

Our clients work in partnership with our collective brain trust of designers to produce creative that is suited to their unique and individual needs.

Phase I: Core Dump

Phase I: Core Dump

Clients meet with 6 to 10 designers and a project team to discuss our client's marketing strategy, technology, competition, and objectives.

GOAL: Get a clear picture of who our client is and what sets their organization apart from the competition.

Phase I: Discovery / Research

Phase I: Discovery / Research / Competitive Analysis

1185 Design will interview global key partners, customers, and sales and marketing individuals to:

- > Prepare a competitive analysis
- Create an electronic survey

GOAL: Get a 360 degree picture of our client's company, both from an internal and external perspective.

Phase II: Initial Creative

Phase II: Initial Creative

Multiple creative concepts are presented

Each concept presented includes detailed exploration of:

- Conceptual Thinking
- Color Palette, Grid System and Typography
- > Photography/Illustration styles

Phase III: Refinement

Phase III: Refinement

Client selects a concept that best meets the objectives of the rebranding effort

The 1185 Design team then works closely with the client to fine tune the creative

Phase IV: Final Production

Phase IV: Final Production

The project is handed off to our production or multimedia teams

Our design team works closely with our production and multimedia teams to ensure that the creative is properly translated

Project Management

Project Management

Each project is tracked closely

Schedules are updated weekly

Weekly client meetings occur when needed

Clients have a password protected electronic site:

- > Creative repository for reviews and updates
- > Track projects schedules and estimates

# SUN MICROSYSTEMS

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Sun Microsystems

Case Study

1185 Design began working with SunSoft when Sun was split into multiple planets in 1991. We were hired by Bill Larson, Ed Zander and Zach Nelson to design the launch of the new SunOS identity, packaging and collateral renamed Solaris. SunSoft launched Solaris at the Developer Conference in 1991. 1185 Design continued to work with SunSoft, SunPro, SunDeveloper, SunServices and SunTelco for the next ten years. Sun consolidated all of its planets into Sun Microsystems at that time.

### OVER 10 YEARS • OVER 1,000 DIVERSE SUN PROJECTS

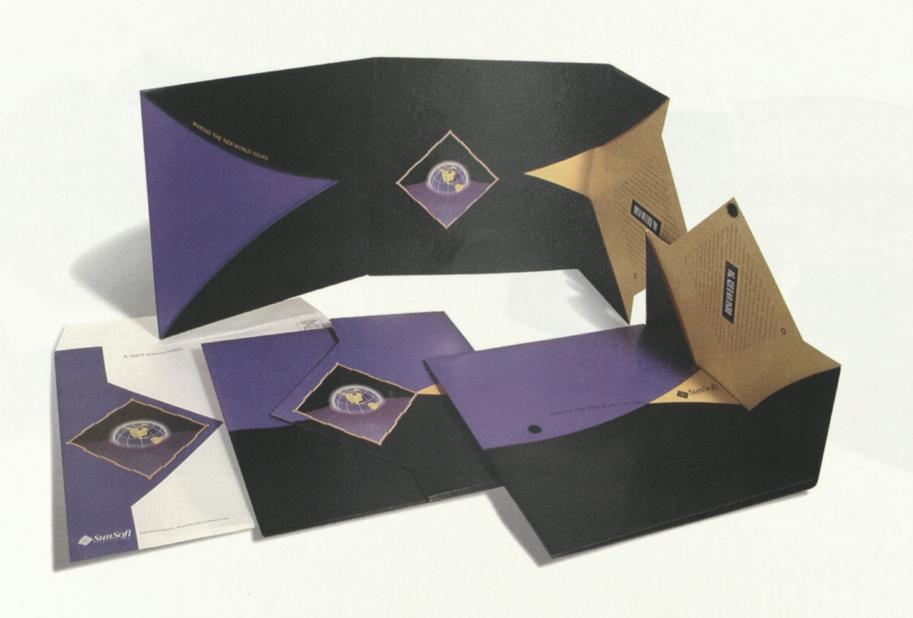
2000 1999 1998 1997 1996 1995 1993 1994 1992 1991 SunDeveloper SunTelco SunServices SunPro SunSoft Software Disks Corporate Identity Logos **Special Events** Mailers **Product Packaging** Letterhead **Product Identity** Newsletters T-shirts Packaging **Developer Conference** Web sites **Product Launches Product Guides** Workshop Materials **Brochures Posters Presentation Templates** Folders

Illustrations

Press Kits

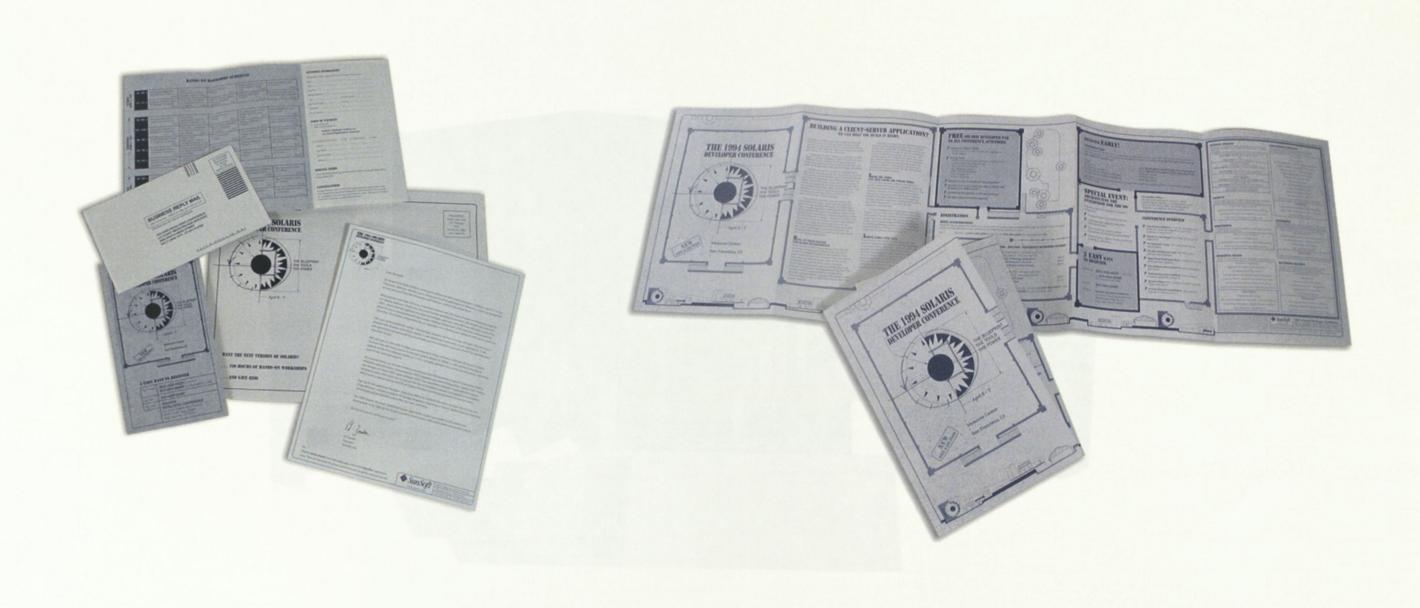












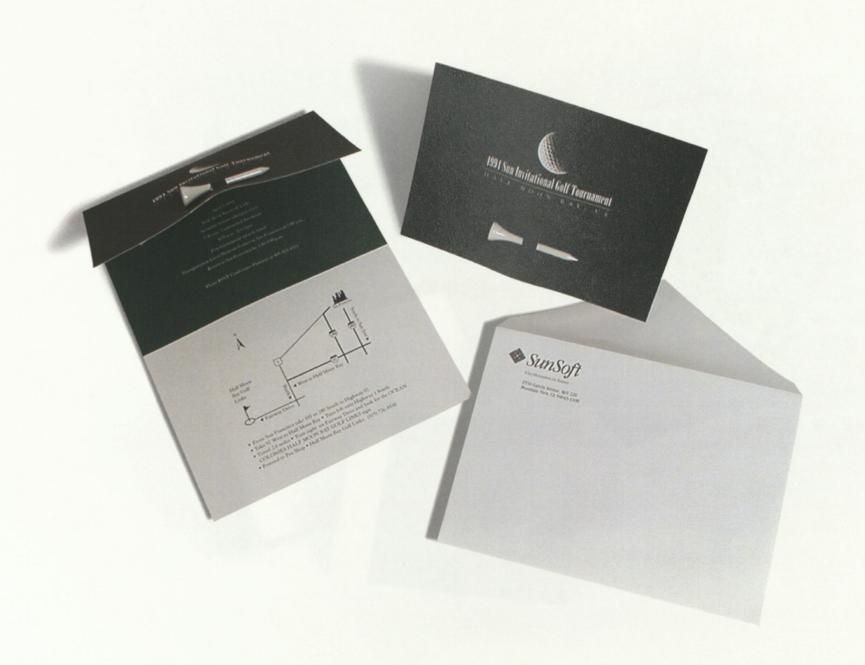
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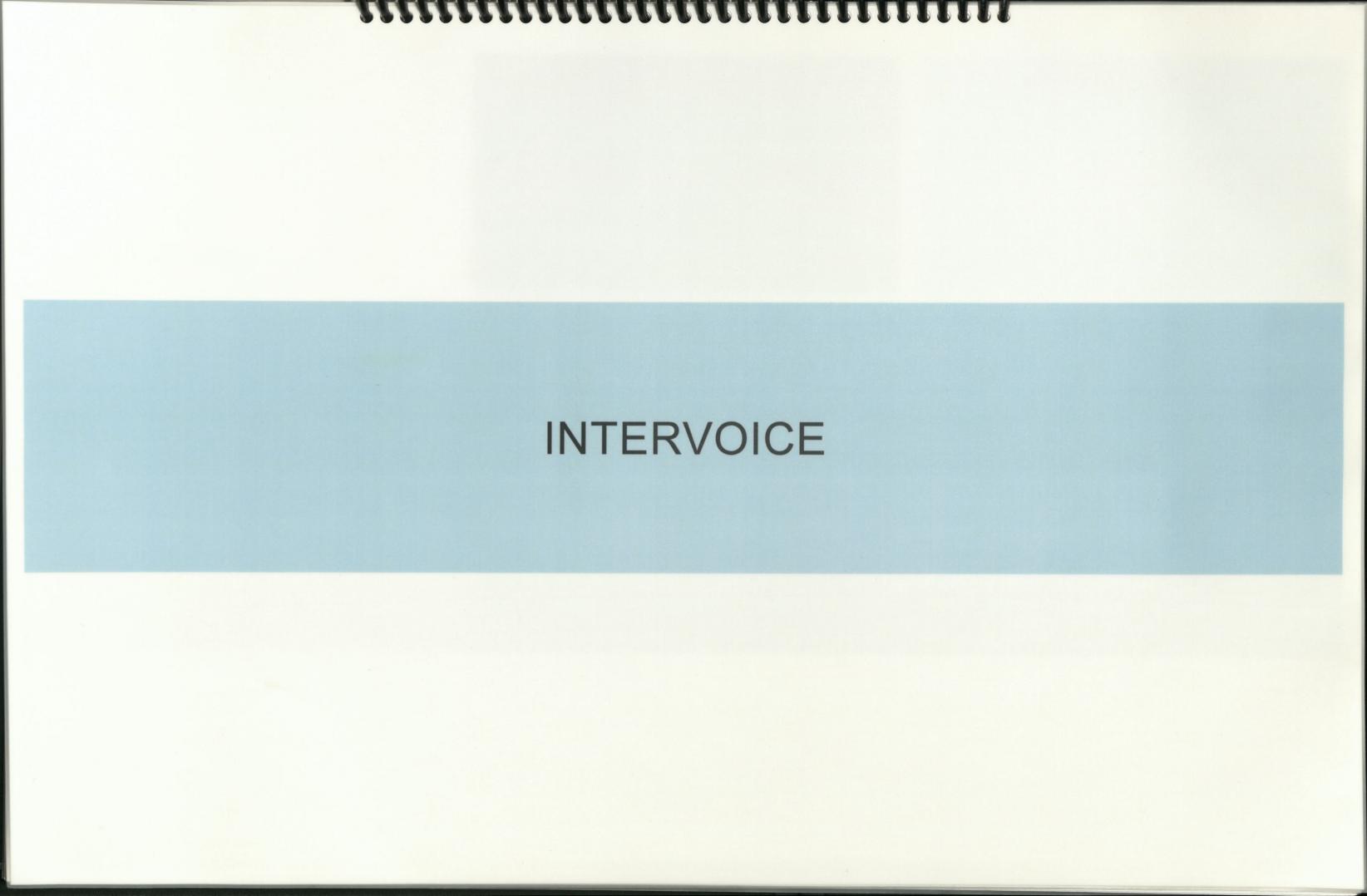






SUN MICROSYSTEMS • PROMOTIONAL MATERIAL

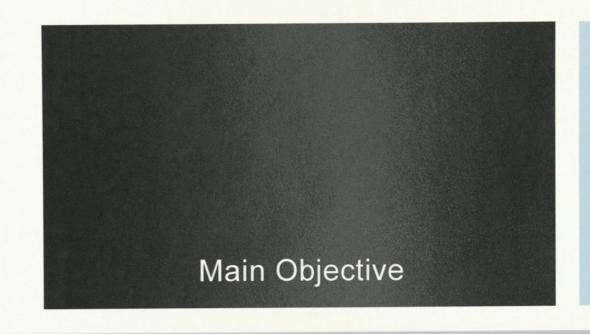




Intervoice

Case Studies:

Intervoice is a market leader in IVR (Interactive Voice and Data Recognition) delivering personalized, multi-channel automated information solutions that connect people with information, empowering them to control the way they interact with a business.



What is our main objective with this exercise? We want to position Intervoice as THE leader in converged voice and data solutions. How do we do that in a memorable and compelling way? How do we establish Intervoice as THE company everyone wants to work with? There are many ways to articulate this value proposition. Here are our recommendations.

# EXTENDING THE REACH

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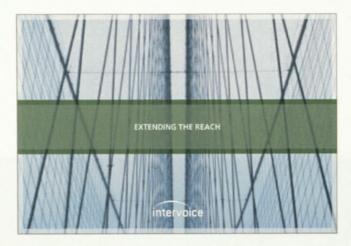


The Concept

This concept is based on the idea that customers need more than just Voice. As the leader of converged data and voice, Intervoice provides an end-to-end solution that enables their customers to extend their reach in all areas of interactive customer service. The message is bold, suggesting a leader who consistently delivers. Metaphoric imagery illustrating a "Reach" and other key points such as a "Stair step to a New World" support the subtext of the overall positioning.

Bold typography, color palette and dramatic photography punctuate the message without using the usual cliché stock images of people with headsets and in meetings pointing at computers. A refreshing and memorable industry change.

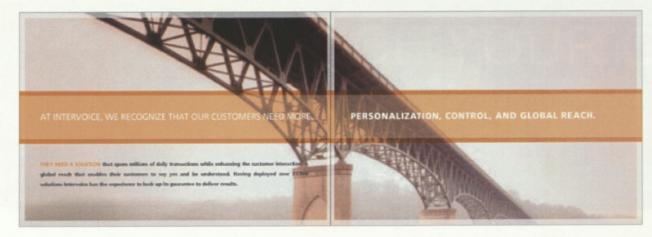
### **EXTENDING THE REACH**



Brochure cover



First Spread



Second Spread



Final Spread



Data sheet

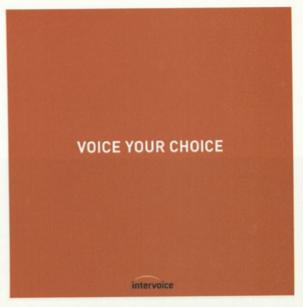
# VOICE YOUR CHOICE. INTERVOICE



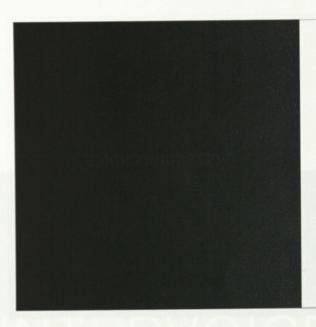
### The Concept

As the converged leader in voice and data, Intervoice is in the unique position to own the interactive customer service hill. Intervoice empowers its customers by giving them the tools and ability to personalize each and every interaction with their customers. This concept hears the pain of the customer and offers a superior solution in both data and voice. The message is provocative and you get the sense through the use of imagery that the customer demands to be heard. The customer is voicing their choice and the choice is Intervoice.

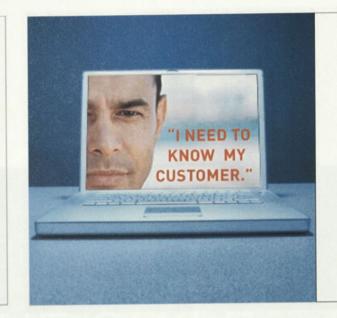
### VOICE YOUR CHOICE. INTERVOICE



Cover with registered emboss



TODAY'S GLOBAL MARKET DEMANDS A
BETTER CUSTOMER INTERACTION. VOICE
AUTOMATION CHALLENGES USERS TO
BE UNDERSTOOD. THERE IS AN UNMET
NEED IN EVERY MARKET SEGMENT AND
IN EVERY BUSINESS THAT SEARCHES
FOR A BETTER WAY TO SUPPORT ITS
CUSTOMERS. YOUR VOICE IS HEARD.
THERE IS A BETTER CHOICE. INTERVOICE.



### Intervoice allows you to know your customer.

Today customers get trapped in an endless loop as they navigate to and through a call center. As a business, you search for the best possible customer interaction with the technology to seamlessly and efficiently support a positive interaction. With Adaptive Interaction, Intervoice fills a need for personalizing the customer interaction.

Spread 1

### Intervoice builds systems that work. Guaranteed.

Spread 2

As the leader in converged data and voice solutions, Intervoice delivers on the promise of better customer interaction. Having deployed over 23,000 systems globally, Intervoice has the experience to back up its guarantee. The partner of choice for the global 1000.



### Intervoice puts you in the driver's seat and the customer back in control.

You need to stop the churn. The cost per customer acquisition is 50% greater than retaining existing customers. Keeping customers frees you to spend more on new customer acquisitions and allows you to give yourself a bonus. Intervoice provides a set of solutions for managing voice and data that changes your customer's perception with a personalized interface for each and every customer.

Spread 3



Adaptive interaction technology of and efficient personalized custo delication with the control of the control

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Data sheet

## INTERVOICE. HEAR THE SMILE



The Concept

When you think of interactive customer service, you immediately think Ugh! The goal of this concept and theme is change the association of negative experiences with interactive solutions and demonstrate what a positive custom experience Intervoice provides for its customers and their customers. "Hear the Smile" reinforces a better overall experience from the leader of converged voice and data. Intervoice. There is no better company to provide the best possible customer interaction than Intervoice. This concept uses extremely positive smiling faces cropped very tightly and articulated with provocative text.

### INTERVOICE. HEAR THE SMILE.



Cover with registered emboss



Inside Front Cover

THERE IS A PLACE WHERE YOU AND YOUR NEEDS ARE MET. A PLACE WHERE CUSTOMERS ARE REMEMBERED. WHERE NO ONE EVER GETS STUCK IN AN ENDLESS LOOP. THINK OF A PLACE WHERE TRANSACTIONS ARE SELF SERVICE AND THE INTERACTIONS ARE POSITIVE. REALLY POSITIVE. THAT PLACE EXIST. THAT PLACE IS INTERVOICE.

THINK AUTOMATED VOICE SOLUTIONS.

NO. NO. NO. THINK AGAIN.

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ON THE WAY PEOPLE INTERACT AND CONNECT
WITH INFORMATION. A PARTNER THAT TAKES
CARE OF YOU SO YOU CAN TAKE CARE OF
YOUR CUSTOMER. THAT PARTNER IS
INTERVOICE. THE GLOBAL LEADER IN
CONVERGED DATA AND VOICE, TRANSFORMING
THE WAY THE WORLD INTERACTS.

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Spread 1





Spread 2

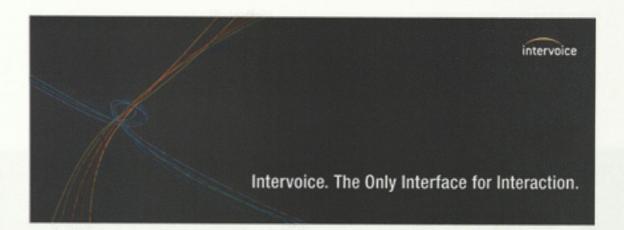
## THE ONLY INTERFACE FOR INTERACTION



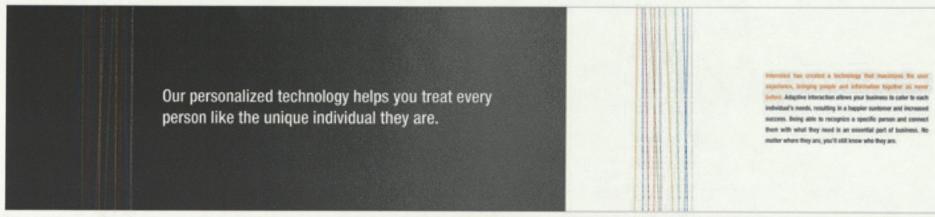
The Concept

Intervoice, as the converged leader in voice and data, offers an interface that takes personalization to a new level. Knowing the customer in an automated customer service solution is key to retaining and creating a better customer experience. We call this the interface and Intervoice owns the category of delivering a better interface for a better interaction. Putting a stake in the ground as the "Only" interface for interaction reinforces the leadership position. This concept uses photographic images to reflect the individual as well as graphic line abstractions to represent many voices and interactions.

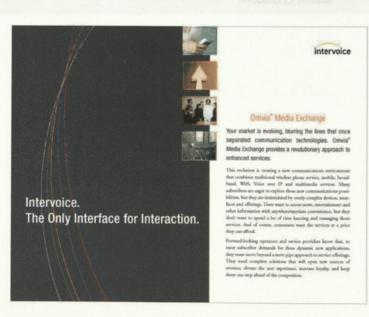
### THE ONLY INTERFACE FOR INTERACTION



**Brochure Cover** 



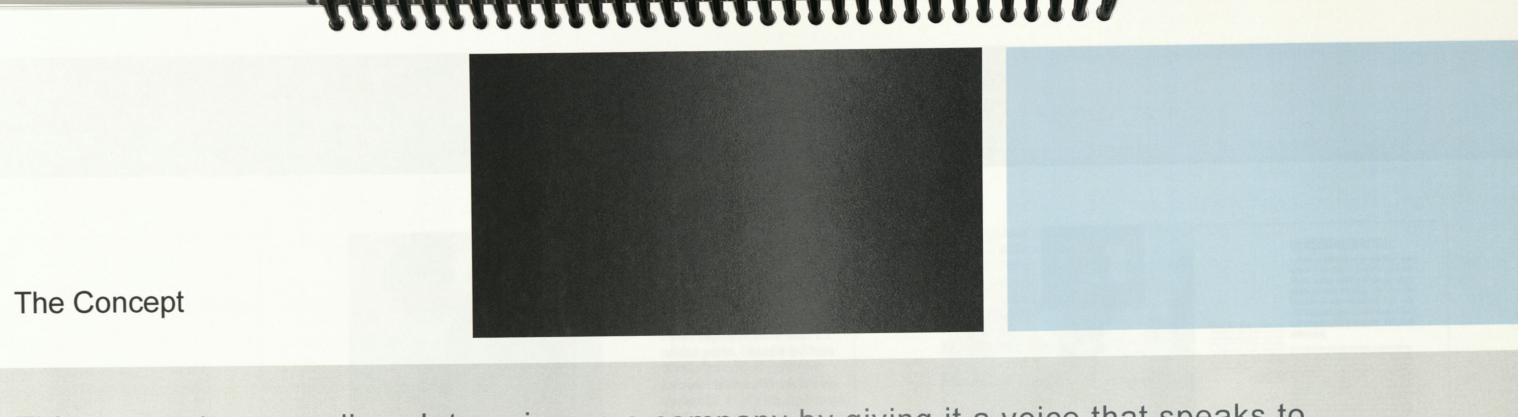
Brochure inside spread



Data sheet

Spread 1

KNOW ME



This concept personalizes Intervoice as a company by giving it a voice that speaks to where value is at every step of interactions with customers. The direct voice addresses the personalization aspect of customer service, the technology and the company's global reach.



### KNOW ME.

Front Cover



Inside Front Cover

I am a world leader in converged voice and data solutions. I help callers move through the black hole of voice self-service. Without getting stuck. Without getting frustrated. And get stuff done. I have deployed more than 1.5 million ports. I handle millions of mission critical calls daily for more than 5000 customers worldwide. Really big customers. Really small customers. Medium sized customers.

I am Intervoice.



#### PERSONALIZATION.

I have a solution that enables your customer to have a better experience. Finally, using voice self-service is as simple as using the Web. I've taken the elements of web interaction that work and extended them to the phone. Since not everyone has a computer with them all the time.

Spread 1



### UNIFIED TECHNOLOGY.

No way will I allow a customer to sit in the caged loop of voice limbo. My ability to know your customers ensures a better experience... everytime! My advanced software platform combines Internet and voice technologies to let your customers connect, develop, run, manage and report on their voice automation solutions. Really.

am Intervoice.

Amtrak

GLOBAL.

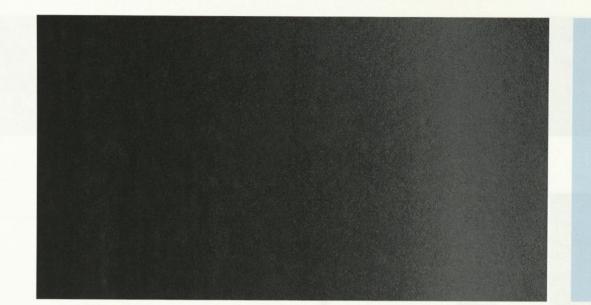
I have 850 employees in over 15 countries. I have deployed over 23,000 implementations around the world. My strategic alliances with companies like HP, Microsoft, Intel, Ericsson and BEA reduce the time, cost and risk of building and delivering voice solutions.



Spread 3

Spread 2

## INTERVOICE. THE LINK BETWEEN TODAY AND TOMORROW.



The Concept

The New Intervoice is the converged leader in Automated Voice and Data solutions for an ever changing and demanding global market. This concept addresses the complexities of linking disparate technology offerings to create a better customer experience. Intervoice is the link that enables International transactions, interpersonal communications and interlinked technologies on the back and front end of those customer interactions. The use of creative typography stacked, scattered and ordered illustrate broad deployment, integration and a dynamic solution. The imagery metaphorically speaks to an ever shrinking world and positions Intervoice as global leader.

### INTERVOICE. THE LINK BETWEEN TODAY AND TOMORROW.

Inside Front Cover



Front Cover

The world is shrinking and the demands on technology have never been greater.
Customer interactions are about personalization.
Knowing You.
Your Language. Your Preferences.

Your Needs. With Intervoice there are no barriers to meeting global demand for a better customer interaction. There is a link between today and tomorrow. That link is Intervoice.

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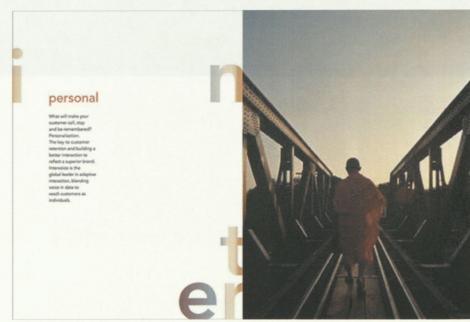
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Spread 1





Angersel Cuspres Server
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Multi-Reput Capables
Control Media Exchange

Your market is evolving, blurring the lines that once separated communication technologies. Other Media Exchange is a sevolutionary approach to enhanced services. This evolution is creating a new communication service, mobile, broadcand, Wife, Voice over it and multimode service.

Many subscribers are agent to applicable the service of the

Omvia Media Exchange

Your market is evolving, blurring the lines that once separated communication technologies, OMVIA Media Exchange is a revolutionary approach to enhanced services. This evolution is creating a new communications environment that combines traditional wireline phone service, mobile, broadband, WFI, Voice over IP and multimedia services, mobile, broadband, WFI, Voice over IP and multimedia services and other particular and expert to explore the service of the properties of the company of the services of the control of the company of the services of the control of the company of the services of the control of the learning and managing interest, but they don't went to agend a lot of time learning and managing interest, but they don't went to agend a lot of time learning and managing interest, but they don't went to agend a lot of time learning and managing interest, but they don't went to agend a lot of time learning and managing in the company of the

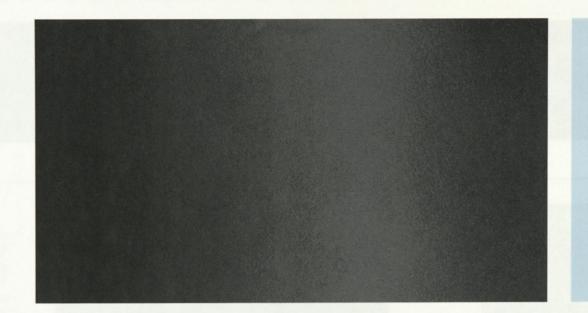
Spread 2

Spread 3

Data sheet option 1

Data sheet option 2

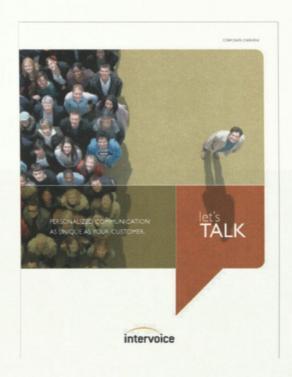
## LET'S TALK



### The Concept

Intervoice provides personalized communication as unique as each customer. This concept illustrates personal conversation between two parties—each party listens, learns and interacts; it's a two-way conversation in which clear communication occurs. Intervoice, in the same way, interacts and communicates with the customer through converged technology. Intervoice speaks, listens and acts on the unique requests of each customer. This concept humanizes IVR and introduces personalized communication (IVR 2.0) opening the doors to a "New World". Imagery is kept clean yet interesting and ranges from bird's-eye view to close-up shots representing "focusing in" on the customer. The color palette is bright and friendly, yet contemporary and leans toward a consumer look and feel.

### LET'S TALK



this is a two way CONVERSATION O DESCRIPTION

Ligg getting to KNOW YOU

Front Cover

Inside Front Cover

Spread 1

tell us

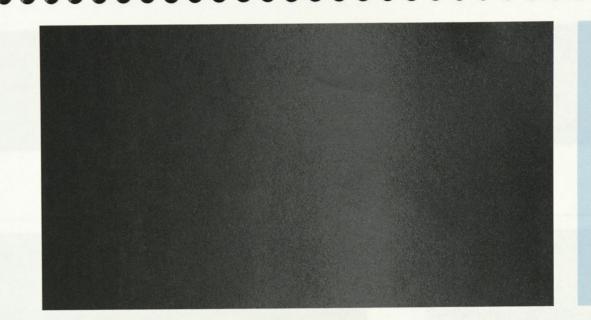
WHAT YOU NEED

Spread 2

**Data Sheet** 

intervoice

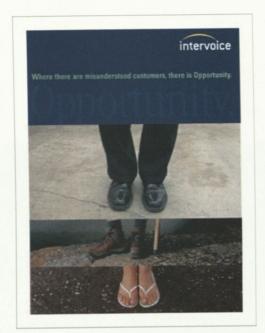
### UNDERSTANDING OPPORTUNITY



### The Concept

The new Intervoice successfully navigates the complexities of customer choice to create a better customer experience. Intervoice is the link that enables a variety of callers, their many communication devices and their individual needs. The grouping of related images, such as communication devices, shoes or hairstyles represents a diversity of customers. In each case, the subjects are in similar positions to accentuate their differences. The typography utilizes large words that are frequently misunderstood regional expressions, emphasizing the software's ability to recognize varied speech. The bright, consumer-friendly palette helps lighten the tone of consumer satisfaction.

### UNDERSTANDING OPPORTUNITY



Front Cover



Inside Front Cover



Spread 2



Spread 1



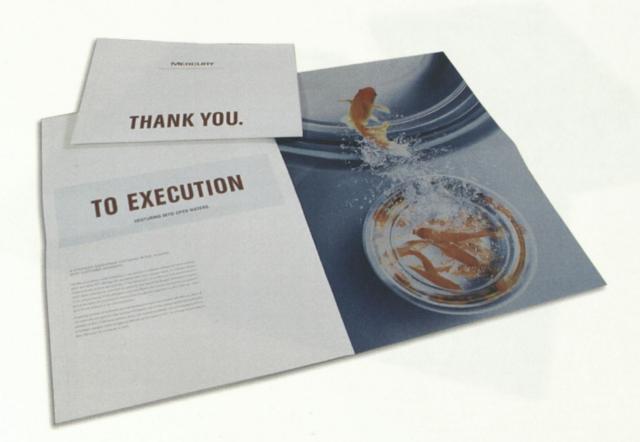
Data Sheet cover

MERCURY

MERCURY

Case Study:

Mercury Interactive is the global leader in Business Technology Optimization (BTO) software and services whose products and solutions help customers govern and manage IT and optimize application quality, performance, and availability.

















Webinar: Governing Your IT Portfolio to Support Business Strategy July 13

more 🗈



A Tour of Mercury Sarbanes-Oxley IT
 Assessment Accelerator
 Learn how to more easily and efficiently achieve Sarbanes-Oxley compliance.

Three Paths to Enterprise Monitoring with Low TCO;
 Mercury Solutions for Application Performance Management Read about several ways to lower the TCO of enterprise monitoring.

Mercury Announces Agenda for Mercury World 2005
 June 9





CONTROL. ALIGNMENT. COMPLIANCE.

CONTROL. ALIGNMENT. COMPLIANCE.

BEA SYSTEMS

BEA Systems

The Concept

BEA Systems, Inc. is the world's leading application infrastructure software company, providing the enterprise software foundation that allows thousands of companies to benefit from service-oriented architectures.



Folder and Datasheets



Corporate Brochures

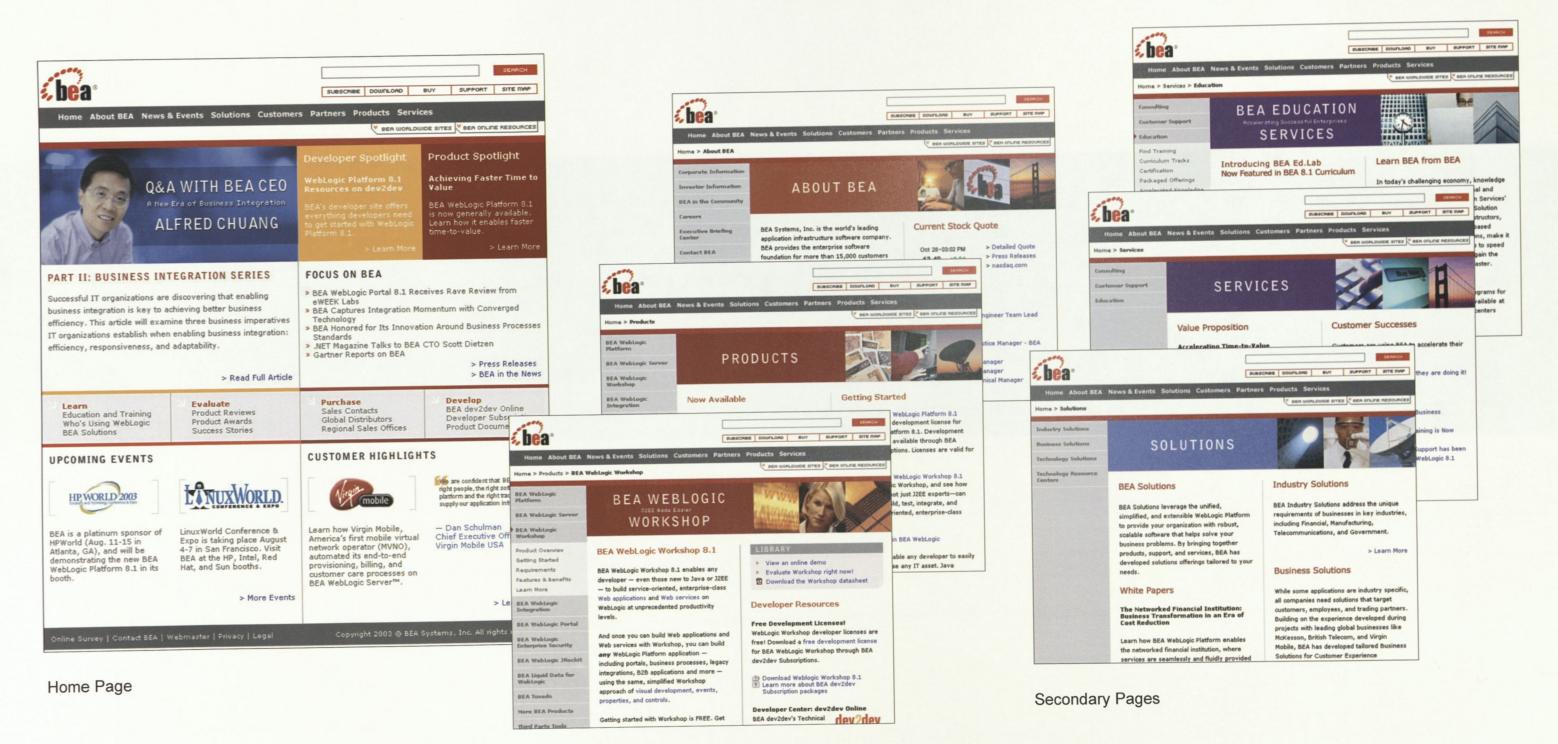


**Product Brochures** 



Style Guide CDs

### BEA SYSTEMS WEB TEMPLATES



CARACTER STATES OF THE STATES

Secondary Pages

PICOLIGHT



Case Study:

Picolight is an innovative designer and manufacturer of VCSEL optical transceivers and optical components for high-bandwidth optical systems in the rapidly growing data center, enterprise, storage area, and metro-area network markets.

# PICOL GHT

### APPLICATION OF LOGO

CHRIS SIMONEAUX Sales Director, Central Region

PICOL GHT

1480 Arthur Avenue DIRECT: 303 527.7444

Louisville, CO 80027 CELL: 303 918.4123

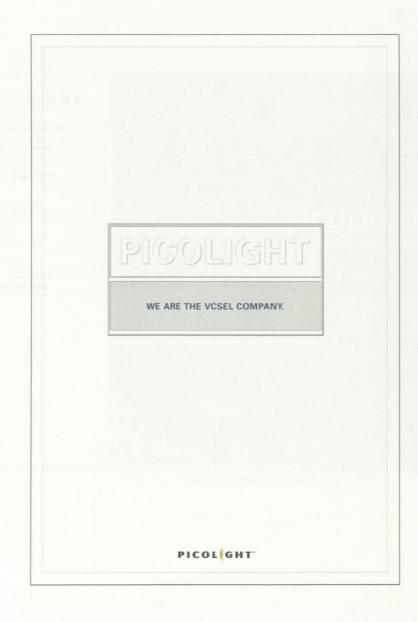
TEL: 303 527.4961 chris.simoneaux@picolight.com

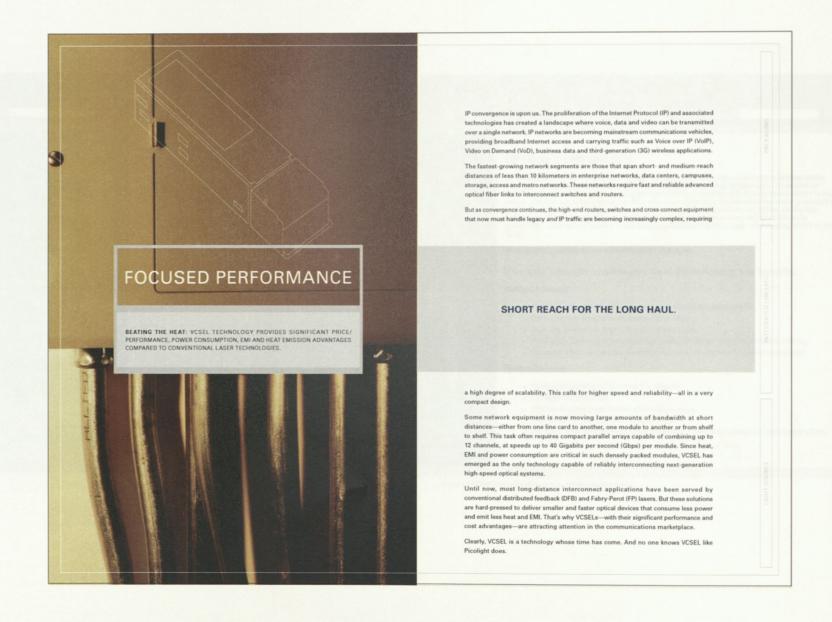
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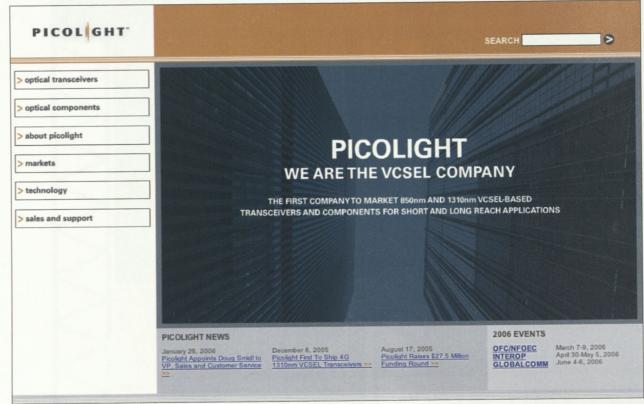
1480 Arthur Avenue Louisville, CO 80027

1480 Arthur Avenue **TEL:** 303 530.3189 Louisville, CO 80027 **FAX:** 303 527.4980 www.picolight.com

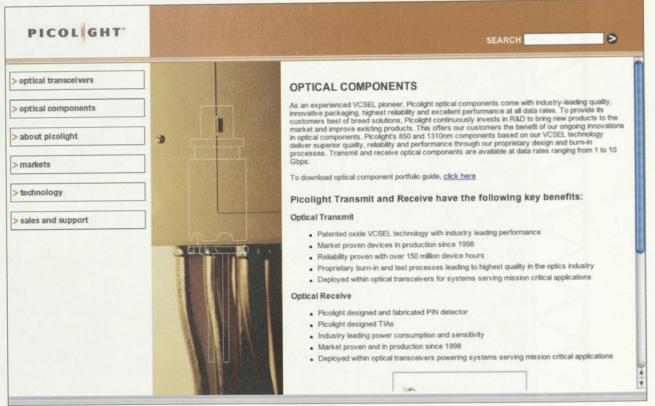
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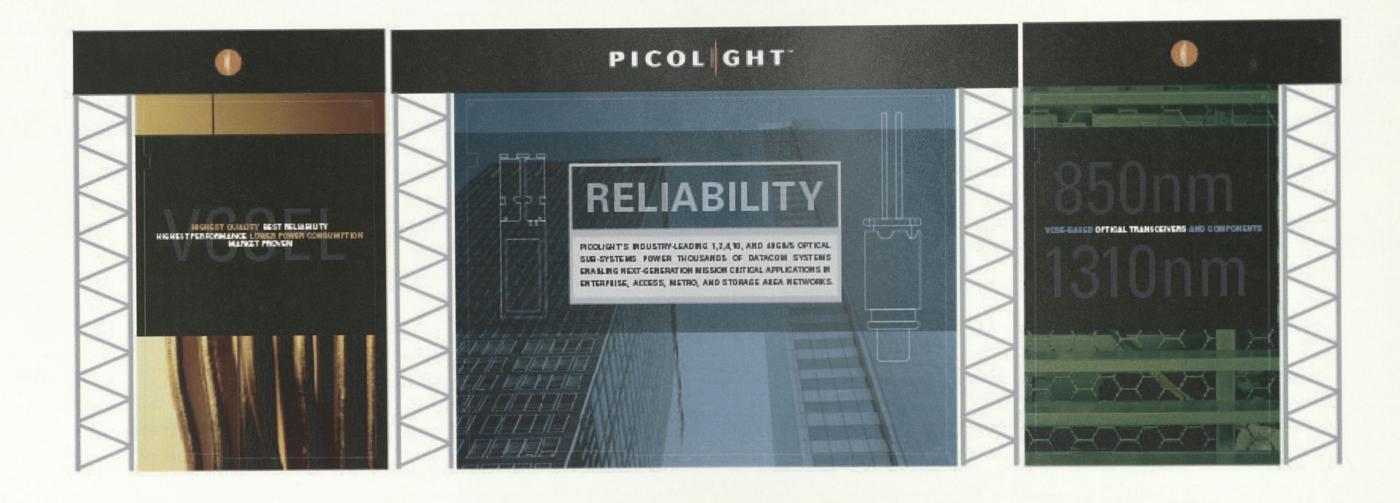




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eleven **eighty** five **design**