

Product Offerings

Innovative, Integrated
Communication Solutions that
optimize staff productivity and
render outstanding client service



Alternate Access solutions integrate IP-PBX with Voice over IP (VoIP) and related communication tools to propel small and medium sized businesses to sustainable and replicable competitive advantage.



IP-PBX with Voice over IP (VoIP)

An open system IP-PBX that delivers unprecedented communications capabilities to small and medium-sized businesses. The flexible software feature set makes it easy to customize and administer, allowing businesses to improve client service and productivity.

- ✓ Full PBX functionality
- ✓ Full-featured voice mail
- ✓ *Follow-me* call forwarding
- ✓ Multi-level auto-attendants
- ✓ Call recording
- ✓ Point-and-click administration
- ✓ Remote access from anywhere while maintaining call control



Interactive Voice Response Systems

IVR opens up a world of possibilities for businesses. Use IVRs during normal business hours to quickly disseminate information and after hours to serve clients 'round the clock—all while reducing call handling cost by as much as 95 percent.

- ✓ Route calls quickly and efficiently
- ✓ Provide 24 x 7 customer service
- ✓ Automate reminders
- ✓ Conduct polls or surveys
- ✓ Offload staff to more critical tasks
- ✓ Custom-built applications available



Blue Tooth® Headsets & Specialty Phones

From desk sets, Blue Tooth® and cordless phones to high quality voice conferencing phones; we can provide the right communication tools to meet your business needs.

We carry a broad offering of commercial-quality, secure wireless and corded hands-free devices for office and mobile workers from the top solution providers in the global market.

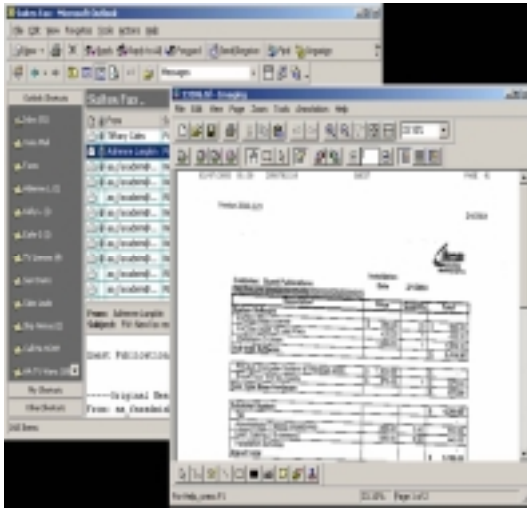
- ✓ Hands Free advantage
- ✓ Multi-tasking efficiency
- ✓ Mobility
- ✓ Ergonomic Benefits



Unified Messaging

With a unified messaging solution organizing client communications can be a whole lot easier. Office and mobile workers can access and organize all forms of communications from MS Outlook® or via the phone.

- ✓ Open MS Outlook® to check email, fax and voice mail
- ✓ Access and update calendar, contacts, and 'To Do' lists by phone
- ✓ Respond to email and voice mail by phone
- ✓ Organize and archive of all important communications handling



Consultation, Installation and Support

Our 360 degree, customer-centric method of service means we go full circle with you through discovery, consultation, design and implementation. We remain available to support you as your business continues to grow.



Fax Servers

With a fax server solution, sending and receiving faxes can be paperless, simple, fast and automatically documented. If your company has been relying on traditional fax machines, it's time to understand how a fax server solution can help reduce costs, ensure confidentiality, increase productivity, and enhance client service.

- ✓ Send and receive faxes from your desktop or remote location
- ✓ Save paper, toner, time and labor
- ✓ Ensure confidentiality and security
- ✓ Route, forward, store, delete, and print faxes just like other electronic documents.



Web Collaboration and Conferencing

Web collaboration and conferencing can open up a whole new territory for your company. This easy-to-use solution allows people anywhere to connect in seconds to hear and view the presentation or demo you've prepared.

- ✓ View, annotate or edit documents
- ✓ Hold online meetings
- ✓ Transfer files
- ✓ Video conferencing

