



# Product Offerings

## Solutions for Business Communications

### Innovative, Integrated Communication Solutions

that optimize staff productivity, render outstanding client service and propel small and medium-sized businesses to sustainable and replicable competitive advantage.

#### Phone Systems

Alternate Access offers premise-based, hosted and hybrid-hosted IP-PBX solutions for businesses across a wide variety of industries. These solutions deliver unprecedented communications capabilities to companies.

Because we recognize that businesses are different and vary in their communication requirements, operating procedures and budgets, we offer a variety of solutions for the SMB market space and help customers identify the best-fit product to meet their needs.



The rich and flexible software feature sets these solutions offer make them easy to

customize and administer, allowing businesses to immediately improve customer service and boost staff and management productivity.

Benefits of VoIP phone systems include:

- ✓ Full PBX functionality
- ✓ Full-featured voice mail
- ✓ *Follow-me* call forwarding
- ✓ Multi-level auto-attendants
- ✓ Point-and-click administration
- ✓ Remote access from anywhere
- ✓ Extendable, open and standards-based

Alternate Access is an authorized reseller for:



#### Desk Phones, Specialty Phones, & Headsets

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



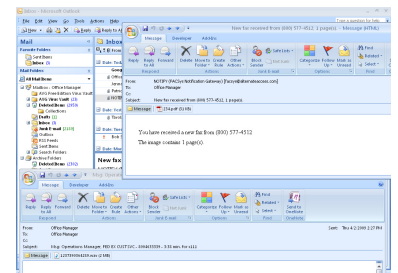
We carry a broad offering of commercial-quality phone sets for office workers and headsets from the premier solution providers in the global market.



- ✓ LCD screen
- ✓ Programmable keys
- ✓ Full-duplex speaker phone
- ✓ Headset support

#### 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 Microsoft Outlook or via the phone.



- ✓ Open Outlook to check e-mail, fax and voice mail
- ✓ Access and update calendar, contacts, and To Do lists by phone
- ✓ Respond to e-mail and voice mail by phone
- ✓ Organize and archive all important communications with ease

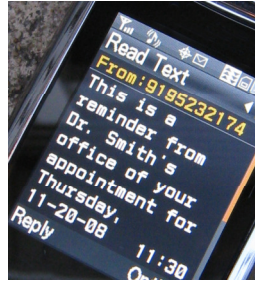
## Courtesy Text™

Keeping up with customers, clients and suppliers can be challenging, even when the communication is short and to the point. Businesses, associations and practices need simple bi-directional communications with their constituents to be able to trigger timely notifications and confirmations so all parties have up-to-the-minute information.

Courtesy Text is an affordable, labor saving solution that improves customer service and operations efficiency. Save time making customer reminder calls and allow your staff to work smarter. Send a group text message via your PC to one or thousands of your customers instantly and directly to their cell phones in the lowest cost method possible.

Use Courtesy Text to relay:

- ✓ Appointment confirmations
- ✓ Inclement weather closings
- ✓ Prescriptions ready for pick-up
- ✓ Delivery status and change requests
- ✓ Special Sales



## Courtesy Call™

Many of your customers depend on reminder calls to confirm an appointment or advise them of status.

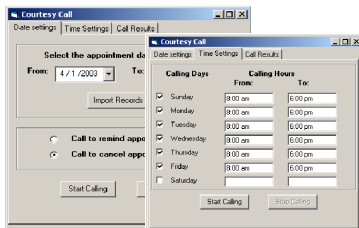


With the Alternate Access Courtesy Call IVR application, that process is automated. Courtesy Call can be integrated or set-up to import lists of contacts. The system then automatically calls all of those contacts and delivers a message. If an answering machine responds, the message can be left there as well.

The Courtesy Call Interface allows you to easily set-up the calls limiting the date and time range in which calls are made. It also reports which customers confirmed or declined, and conditions such as ring no answer, busy or early hang-up. Courtesy Calls saves your staff time and provides customers with timely reminders to help reduce your number of no-shows.

Courtesy Call makes automatic reminders a breeze and:

- ✓ Is easy to install
- ✓ Is easy to use
- ✓ Does not require separate voice boards
- ✓ Is available on TeleVantage



## Interactive Voice Response Systems (IVR)

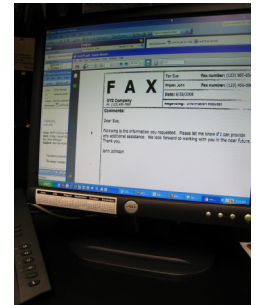
IVR opens up whole world of possibilities for businesses. Use IVRs during normal business hours to quickly disseminate information and after hours to serve clients 'round the clock—all while reducing call handling cost by as much as 95 percent.

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

## 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 discover how a fax server solution can help reduce costs, improve 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
- ✓ Conduct online meetings
- ✓ Transfer files
- ✓ Video conference

## 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 grows.



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