



SAY BYE TO BIG TELECOM

Whether your organization made the move to cloud communications and VoIP or you're exploring the best fit, be aware of what you could experience with the 'Big Guys'.



OVERPROMISING AND UNDERDELIVERING.

"Sure, this is the total price for a cloud phone system including free phones, all the features you can imagine, and great support. No need to read the fine print!"



'FIGURE IT OUT' TRAINING.

"Of course, we offer training! Just go to our 'Resource Center' to find 129 videos, 37 reference guides, 19 webinars, and 99 FAQs."



SLOW AND PAINFUL SUPPORT.

"Your current wait time will feel like an eternity. And when we answer, you will repeat yourself 2-3 times only to wait on hold again. But your business is important to us."

If it's time to look for better fit business phone solutions, at the right price, all backed by responsive and personalized support, the 'Big Telecom' providers may not be answering the call.

REST ASSURED, THERE ARE OTHER OPTIONS.



SAY HELLO TO RECENT COMMUNICATIONS

Whether your phone system gets little use, or it's the lifeline of your business, find a telecom partner that can design the best fit, at the right price, all backed by expert and responsive support.



DESIGNING THE BEST FIT.

Say 'No' to cookie cutter solutions. It's all about collaborating to design phone solutions to fuel how your organization operates, where your staff works, and your ideal caller experience. We listen and provide guidance to meet your communications goals.



HANDS-ON AND CUSTOMIZED TRAINING.

What good is technology if no one knows how to use it? Whether in-person or web-based, we offer hands-on and customized user and admin training programs while providing tailored videos and guides for how your business will use the phone solutions.



RESPONSIVE AND PERSONALIZED SUPPORT.

Say 'goodbye' to long wait times and impersonal support tickets. Whether a simple question, setting up a new user, or a technical issue, you deserve immediate response with an expert and dedicated support team. We build lasting partnerships.

YOU DESERVE A TRUE TELECOM PARTNER.

DESIGN THE RIGHT FIT

We're a regional, full-service telecom company offering a range of business phone systems, software, services, and resources to design the right fit solutions to support your goals.



CLOUD/VOIP PHONE SYSTEMS

Cloud phone systems offer flexible and feature-rich solutions perfect for small and mid-sized organizations with multiple offices and remote staff.



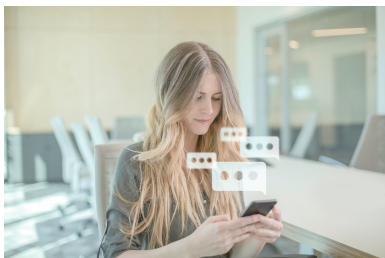
WORK FROM ANYWHERE

Streamline communications across offices and remote staff with WIFI phones, mobile apps, computer softphones, auto attendants, virtual mailboxes, and voicemail-to-email.



SIP TRUNKING/VOIP SERVICE

Keep your on-premise phone system and move from POTS/PRI/T1 connectivity to VoIP phone service allowing flexibility, cost savings, and vendor consolidation.



SMS/Text Messaging

Send, receive, and manage one-to-one text messages or create campaigns to communicate with current and potential customers.



CALL CENTER CAPABILITIES

Ensure optimal caller experiences with robust call center capabilities including call queues, agents, auto attendants, intelligent routing, CRM integration, and more.



REPORTING AND RECORDING

What gets measured gets improved. Real-time call activity reporting, scheduled reports, and call recording empowers leadership to make data-backed decisions.

DESIGN THE RIGHT TECH TO SUPPORT YOUR GOALS.

WE'RE DIFFERENT

With so many business VoIP and cloud communications providers to choose from, it's less about the technology, and more about finding the right fit partner to support your business.

KEY DECISION FACTORS

Buying Experience

Pricing and Promotions

Network Evaluation & Optimization

System Design & Implementation

Training & Onboarding

Support Model & Resources

Partnership Mindset

BIG TELECOM*

Transactional approach with overpromises, limited time pricing, and outdated sales tactics

Line sheet pricing with 'per seat' tiers, temporary discounts, and hidden fees

Minimal network understanding or testing with 'just plug it in' mindset

Basic information gathering and standard checklists to design solution

'Resource Centers' offering countless videos, guides, Ebooks, webinars, FAQs, and infographics

Mixture of U.S. based and overseas call center support with tiered levels of expertise

Tens of thousands of 'customers' identified by account number

RECENT COMMUNICATIONS

Consultative and educational to help find the right fit solutions backed by a transformational partner

Transparent and customized pricing with no hidden fees

Collaboration with all tech resources to understand, test, and optimize network

Extensive collaboration and best practice sharing to design a customized solution

Custom training programs including on-site and live web-based sessions with tailored guides and videos

PA-based, in-house team of expert engineers dedicated to specific clients providing immediate support

Clients we know personally fueled by a transformational and lasting partnership mindset

*Based on experiences and feedback from clients and partners. 'Big Telecom' reference includes RingCentral, Vonage, 8x8, Nextiva, Fuze, Comcast, Windstream, Verizon, Zoom, Dialpad, Evolve IP, Netcarrier, MS Teams, Google Voice, and more.

THINK WE CAN HELP? LET'S COLLABORATE!