

Vodavi Holds Annual Dealer Conference ICS Telecom is your Vodavi Resource in Western New York

More than 150 dealers attended Vodavi's Annual Dealer meeting in April in Arizona and saw firsthand new developments at Vodavi including new enhancements to its flagship XTS platform. ICS Telecom carries Gold Dealer status for WNY – the only organization that can market, install and service all Vodavi products. Call us for assistance with any Vodavi system needs.



Google rolls out new My Search – Amid Controversy

Google has announced a new service designed to enable users to review historical searches on a PC. With this service, Google tracks all searches performed by a user regardless of where they are or when they sign on. On the surface, this will enable better searches for the consumer – but those who advocate “privacy” claim that one's search history can easily be viewed by others. Some are concerned with government access to files such as this and fear potential repercussions.

Solutions Corner

Question: What's the deal with these Flat Rate phone line plans I am hearing about?

Answer: Flat Rate plans have become very popular. They allow a company to determine its costs and plan appropriately. But the reality is most flat rate plans end up costing more than message unit rated plans. Carriers are in the business to make money, and we see the costs generally at a premium of 10-25% over message rated. To be sure, do the math - ICS Telecom can help with a full review of your telecom lines, usage plans, and make recommendations.

VOIP System Officially Ready to Ship!

Inter-Tel has successfully completed field trials of its new 5200/5400 Systems offering pure IP solutions for a business.

The 5200 base package is equipped to meet the needs of organizations with as few as 5 desktops to those with several dozen users.

Offering the opportunity to implement a solution that uses common data infrastructure, a great feature set, and the ability to “network out of the box”, the new 5000 series of systems are excellent choices in today's competitive world.

ICS Telecom is pleased to offer kickoff promos for the 5200 system until June 30th, 2005.

You get:

- 5200 Chassis, Software, Power Supply
- 8 IP Sets (5 Display, 3 non-Display)
- Voice Mail
- Up to 3 Teleworker Network Connections

Promo Price: \$ 6,500.00

British Study Rates Work Distractions Worse than Pot in Analyzing IQ

A survey of more than 1,000 British workers attributed to TNS Research has concluded that the mental impact of *work distractions* has greater negative result than if the workers had smoked marijuana.

In the study, IQ's of workers were evaluated during the day while they received messages, and took phone calls. The study said that those who tried to handle message demand saw their IQ's drop an average of 10 points through the day – these workers' performance was seemingly significantly affected. Other findings reported were that 2 of 3 people check e-messages when away from the office, 20% respond to messages during a social or business engagement. 90% of those surveyed thought that associates who responded to messages during one on one meetings were “rude”. Men saw the greatest drop in IQ during the trials.

The recommendations from the study include the statement that companies should provide a more balanced and appropriate way of working. I think we get the message. ☺

Call Record Applications Abound

Is call record for your organization? Organizations concerned with customer service, training, sales order accuracy, public safety and security are a growing constituency for call recording technology. Some quick briefs where call record may fit for you:

Technical Communication – Call record lets you record a technical conversation and then e-mail the content to other users.

Training – Firms may record excellent employees performing their work and play back to new staff to show them “how it’s done.”

Audio Conference – An important announcement that can’t be attended by certain individuals may be played back easily.

Service Observation – Order taking, complaint lines, and general service organizations can monitor live calls and record as required for customer satisfaction and performance evaluations.

Message Taking – Some folks don’t like using voice mail. A call record tool lets an attendant record a message then transfer it to the intended party’s Inbox. Call Record is powerful technology and there are many solutions depending on your requirements. Your ICS account executive can help.

IP or Traditional Phone System? The case for Traditional System

Whoa. The VOIP announcements come at every turn. Am I going to have to upgrade again soon if I don’t buy IP today? Here are a few points to consider.

Market Share: TDM based systems still “own” the market. You’re not alone with this choice.

Reliability: TDM works – plain and simple.

Features: There are usually hundreds of features available with a TDM system – they tend to provide most anything you need.

Growth: If configured properly, TDM systems will provide appropriate growth.

Scalable Applications: The right TDM systems offer plenty of optional applications – voice messaging, ACD, Recording, Networking. Understand your objectives.

VOIP: Interestingly, many TDM systems are “converged” - using a hybrid oriented approach to IP Telephony. One needs to be careful with terms like compression, algorithms, and how one plans on using “VOIP” – but generally, one can get IP Telephony with TDM. Hybrids may offer the most flexibility.

Flexibility: TDM tends to offer great choice, simplicity.

Power: TDM systems are centrally powered. Nice.

Network Triple-Threat: Voice, Data & Internet Seeking multiple services? Want to get great bandwidth performance? Converge your services today with ICS Telecom network options. We offer plans that provide voice lines, Internet access, and data connectivity in a multi-site environment. Whether you require point to point capabilities, frame relay, VPN, MPLS – Access/Service plans start at less than **\$ 500.00.**

TotalCare Extras: Get more for your Investment with ICS Telecom

Annual Tune-ups – A simple once-over to make sure your system is working great.

Customer Defined Emergency – We’re there within 2 hours whatever the problem.

GPS System – Our technicians are easily located to enable prompt dispatch.

After Hours Escalation – Formal program for getting personnel at your service.



IP or Traditional System? The case for IP System

Many suggest that IP is the “future”. TDM makers without IP strategies will likely be left behind in a few years. Most “IP” implementations are of the network variety though today. Some food for thought on IP:

Market Share: IP Systems are capturing more market and expect to continue to grow.

Features: IP Systems have gotten a lot better in a short period. Many can offer PBX feature sets.

Growth: Some might be limited (usually the PC based products), but many can scale great heights.

Scalable Applications: IP systems offer the same apps as the TDM products but some can deliver presence management, softphones, web admin, and the like. IP/TDM Blends can do well with Apps.

VOIP: IP systems allow for plug-in and play from any network enabled location. Freedom, flexibility, and mobility are benefits. Configuration is key though.

Flexibility: IP systems that offer analog, digital, and IP are best bets. Many offer little flexibility of choice and face it choice is good.

Power: IP Phones need power – either local power, or in-line on the network switches. Important.