

Geographic Resiliency – Huge Benefit for Critical Communications

Organizations with multiple locations are beginning to see the benefits of systems that are duplicated over the wide area. The data arena has long used mirroring techniques to enable network redundancies and optimal uptime but the voice industry until lately has been challenged to bring a workable, and affordable solution. Our post-9/11 environment demands it according to some, and for any business that relies on its voice communications, it is a relatively small investment in protection of revenue streams, or important client service. Systems can fail, and a mechanism that affords a firm the ability to “move” system elements to an alternate location in a network is viewed as a wise maneuver by a growing number of industry experts and users. Mitel’s 3300 platform is a great example of a product offering tremendous scalability (25 users to thousands), with simply configured resiliency options in the event of loss of service in a particular location.

Find out more at 800 836-7424, ext 7904.

In a widely reported story recently, Sprint and Ford Motor Company announced that up to 8,000 Ford employees are going to replace their business desktop telephones with wireless Sprint phones equipped with “walkie-talkie” capability. Hmmmm. Interesting to be sure. But how will they handle call transfers, networking, forwarding, and the hundreds of typical features found in conventional systems? Stay tuned.

Vodavi and ICS Telecom Team up to Help Boys & Girls Clubs

In a move to assist a local charity, Vodavi and ICS have donated a new telephone system to the Boys & Girls Clubs of Rochester. The donation is part of a national program sponsored by Vodavi to aid 501c3 charities, and ICS was chosen by virtue of its President’s Club status with Vodavi. Dwayne Mahoney, Executive Director of the Boys & Girls Club said “Since the new system was installed we have been able to provide more efficient service, improved the flow of communication within the club, as well as with our parent organization and donors, and enhanced our community image. We are extremely pleased Vodavi and ICS Telecom assisted us in fulfilling one of our wishes.” The entire release is available online at www.icstelecom.com.

Cell Phones – Who doesn’t have one?

Reports this month have estimates of as many as 2 Billion cell phones in use by the end of 2005.

Worldwide in 2004 there were an estimated 1.5 Billion cellular telephones and it is estimated that in some markets cell phones outnumber the adult population – based on individuals using multiple devices (personal, business, data). It’s truly becoming a mobile world.



Mitel Solves WAN Failure for VOIP Remote Workers

Clients who have begun implementing remote worker solutions for work-at-home employees, sales folks, and busy executives have had to face one big obstacle – what happens if my network connection fails? Up until now, we have had either a separate phone, or, perhaps an expensive gateway device that enabled calls to be completed over a copper phone line.

Mitel has announced its new Line Interface Module – designed with remote workers in mind. The LIM plugs into one of the Mitel IP phones and should the network go down – voila! Call traffic automatically routes over a regular phone line connected to the LIM. Easy, inexpensive, and a great solution for anyone considering a remote installation. Ask about the LIM, and other Mitel products today.

Solutions Corner

Question: Is there really a difference between Internet providers and bandwidth?

Answer: One of the most popular misconceptions about Internet speed/bandwidth is that if two providers offer the same bandwidth (i.e. 512kbps) then the resulting performance will be the same. The real fact is many providers’ networks are loaded with latency, oversubscription, and “hops” to the Internet. There may be a 4 lane freeway, but it can be like rush hour traffic into a major city at 8am on a Monday. Tier 1 providers offer better solutions, and your performance is usually akin to traveling the same freeway at 3am – all the time. Buyer beware, so contact ICS for great ideas.

Inter-Tel 5000 Released – IP Based System with Same, Great Axxess Feature Set!

The telecom market has seen a lot of changes, many new makers of equipment, and the landscape has blurred some with the entry of so many companies looking to capitalize on VOIP.

One of those who have been successful – Inter-Tel, has developed a new product to fulfill an organization's interest in VOIP – the new Inter-Tel 5000 NCS.

What's great about the 5000 is its simplicity. Easily rackable, compact, the 5000 makes installation a snap. What's more, the 5000 uses the exact same set of features as the traditional digital Axxess system – so instead of compromising with one of the new unknown VOIP products, adopters can have the best of both worlds – a VOIP solution with an awesome portfolio of capabilities.

The 5000 family offers as many as 74 outside lines (analog, digital, PRI), and more than 200 desktop instruments.

The 5000 also networks – and is equipped with connections for up to 3 locations. In addition, the product will integrate with existing Axxess systems seamlessly. So, you can add a 5000 to an existing network, or, implement a new solution in a mix of systems as desired. Inter-Tel offers the best of both worlds and has bridged the divide between traditional, proven digital technology, and raw VOIP. ICS can develop the right plan for your organization. Contact us for a live demo anytime.



*Send us a Referral, Get Dinner on Us!
It's simple, and it's a great way to spread the word on ICS Telecom's great systems. We'll send you a certificate to one of several restaurants in the Upstate NY area when we sell or lease a system to your referral! Call Debbie Ervolino at 800-836-7424, ext. 7904 to register your "lead".*

Specials & Promos

Trade Up & Save!

\$ 30.00 per telephone traded, and a 2 Year Warranty! **All Executone Systems.** Prior sales excluded.

Mitel Customers – Maintenance Program - \$ 22.00 per equipped port annually – limited time offer – orders by March 15th only!

5% Bundling Discount off new systems!

Buy/lease/rent a new telephone system with ICS network services and extended warranty and get 5% off your purchase. Offer valid with existing proposals thru 1st quarter, 2005.

Register to Win \$ 100.00!

Visitors to ICS Telecom's website who register (FREE!!) are eligible for a monthly drawing of \$ 100.00 certificate! Go to www.icstelecom.com for details.

TotalCare – At Your Service!

It's been a year since we unveiled our TotalCare program – and customers are experiencing the difference. Today, clients seek great value for their investments but just as importantly a commitment to excellence in support. TotalCare is distinct, and it was designed by customers for customers. Compare it against the "other guys":

Customer Defined Emergency – you say it's critical, we're there. Pronto. Max 2 hours.

25 Minute Plan After Hours – a written plan that escalates in a cascade fashion any calls after 5pm or on weekends to as many as 5 people – all within 25 minutes. Secure, quick response that you can count on. And count.

Annual Tune-ups – Technology like voice and data systems can use a little TLC – and ICS will come back each year at an agreed time to perform clean-up, programming, that will give you that feeling of "TotalCare".

Project Planning – We've done this for 3 decades. Our approach will be dedicated to your satisfaction in any new project. Our team of experts will perform all discovery, and provide liaison with other vendors you use to ensure smooth, reliable results.

TotalCare – Experience the Difference today!