

## *Telecommuting Translates into Business Continuity in Emergencies*

The concept of work-at-home staff has long been viewed as a means for reducing traffic, cutting down on congestion, but it can now be considered as highly effective in maintaining business operations in emergency situations. Municipal organizations around the country are evaluating contingencies for widespread emergencies and increased workers at home rather than in city hubs makes it more efficient for a potential evacuation. There are myriad products today that help enable varying degrees of integration and functionality. Your ICS rep can help you decide the best strategy for your organization.

### **Inter-Tel 5000 Packages Announced**

Inter-Tel's new IP-based 5000 system is being released for delivery in late April and with it are several packages that make a move to IP Telephony easy, and economical. To kick off the product release, packages offering as much as 25% discounts are being made available. Starting at just 5 desktops, these promotional offers include voice mail, and choices of outside line services (copper/T1/PRI). The 5000 is a great choice for existing Inter-Tel customers since it is equipped with networking software. In addition, the 5000 uses the identical software feature set as Inter-Tel's acclaimed Axxess product. Get details on the right 5000 package for your organization.



*"Unify" your  
InBox and get  
all of your  
messages in  
one place.*

### **Solutions Corner**

**Question:** I hear a lot about Unified Messaging and its ability to integrate my e-mail, fax, and voice mail. Is it right for me?

**Answer:** Unified Messaging is a high-profile solution today. In a nutshell, the product may be a good fit depending on several factors. Evaluation would include facsimile traffic (and the # of lines you pay for), what type of e-mail server you use, and what your voice mail usage may be. Call Debbie Ervolino for more info at 800 836-7424, ext 7904.

## **Voice over Internet Provider Sued by State of Texas**

As a reaction to a February case in Houston where a teenage girl was unable to dial 911 during a robbery at her family's home, the nation's largest voice-web firm, Vonage, has been sued. Under the suit, the claim is that Vonage fails to properly inform new customers that they must sign up separately for optional 911 service. Vonage representatives in replying to the lawsuit point to its online registration form that notes this option and sends e-mails to customers who do not sign up for "emergency" service. The State of Texas is asking for changes in Vonage's promotion of its service to include information in its advertising. More to come in this case. For businesses considering VOIP, having the right emergency plan is critical. ICS offers several options for handling your communications should you require bypass of an IP connection.

### **Call Recording becoming Hot "MUST-HAVE"**

Organizations concerned with legal issues, staff training, and customer service alike are evaluating options for call recording software with increasing frequency. Long viewed as too expensive, or a method of eavesdropping, call record technology is now seen in a whole different light. At ICS Telecom, we record inbound service calls to ensure date, time, and accuracy of information. It's a great way to ensure our customers are being served well. Other organizations use the technology for similar reasons. Still others, such as Public Safety concerns implement solutions like MerCom's newest products to enable mass storage of emergency calls, automatic archival and retrieval. Sales organizations can capture transactions to keep accurate track of order details. Products like MerCom's offer users options to record based on the line, the extension, or even on a networked basis. If your organization is interested in analyzing these products, ICS can arrange for a "demo" at your convenience.

### **Specials & Promos**

#### *3 for 2 Maintenance is Back!*

Effective immediately and running through June 30<sup>th</sup> is our very successful 3 for 2 maintenance program. It's easy. Just calculate 2 years maintenance coverage and get 1 extra year FREE. That's 33% off normal maintenance pricing. Get great pricing and no increases when you opt for 3 for 2.

## Retail Businesses Clamor for Caller ID

Retail businesses spend mountains of money on advertising. Open the newspaper, or turn on the TV or radio and you get "call xxx-xxxx". What happens to those calls? And those callers? Well, many of them buy products. Some promise visits, purchases, and never materialize. Many call in after hours, or get put on hold too long and hang up – never to return.

Until now. New software is capable of capturing Caller ID information for any business and creating a report for a company's management. For example, a real estate firm might want a log of every call that came in to its business – 24 hours per day. How about getting a report on callers who "abandoned" – hung up? Today's options even allow a report on abandoned callers who had "unreturned" calls? This all spells better service, more bang for your advertising buck, better sources for marketing, and in the end a more cohesive sales staff. Ask ICS about a solution for your business and sell more cars, or homes, or furniture.

*Information is Power –  
Capture more Sales with  
Intelligent Systems!*



## Is Rental Program for You?

A great alternative to direct purchase, or a lease of telecom products is ICS Telecom's Rental Program. Consider the differences between Purchase/Lease or a Rental.

**Purchase/Lease:** You agree to a price and either pay one price, or make payments over a period of time – usually 36 to 60 months. After product warranty expires you also pay for maintenance via either an annual agreement or on a time and materials basis.  
**Rental:** Instead of agreement to buy/lease, you opt to pay one price for a specified period (usually 60 months). The rental includes 100% maintenance coverage, so you never need to worry about annual arrangements, or other billing. What's more, the Rental option may offer you better financial reward over the long term. ICS can help you determine costs for all available programs. And, during our second quarter, our Rental Program customers will be able to take advantage of a buyout option at end of rental term of \$ 1.00 – like a lease. Get the skinny on our Rental today.

### *New York State Contract for Key Systems – Are you Eligible?*

*As we reported a few months ago, ICS Telecom is one of the firms awarded a part of the NYS Key System Contract. This contract enables organizations to acquire new systems with significant discounts off normal pricing. The contract is available to State Agencies, Cities, Towns, Villages, Counties, many non-profits, and volunteer organizations. We have information that can help determine whether you qualify – contact us for more information.*

### Network Deals:

**Complimentary Analysis** – Appraisal of your current phone lines, recommendations on bandwidth options.

**Dedicated Voice T1 with a Penny per Minute** – at under \$ 600.00 per month. Availability dependent on location. Get a quote today!

*See how to Qualify –  
Debbie Ervolino  
800-836-7424 Ext 7904.*

## Mitel Announces integration with Microsoft Office Live Communications Server 2005

Offering seamless integration of voice, web-chat, e-mail, fax and queuing into a powerful real-time collaboration and presence tool are the results of Mitel's exciting announcement concerning its Contact Center Solution. Optimizing the experience in a contact center and enhancing the interaction between centers and clients, the Mitel-Microsoft integration brings great opportunity for improved client care, and improved transactions.

**IP Sets Get Improved Price!**  
Your Inter-Tel System will now let you add IP sets more inexpensively with new programs announced in March. Save as much as 20% when you implement IP Telephony solutions with ICS Telecom. Design requires evaluation – contact us for a simple configuration review.

