

SMART MANAGED IT SOLUTIONS

TO TRANSFORM

YOUR BUSINESS

Positive experiences that create superior customer service

Even with geographically dispersed employees, Unified Communications connects your customers to your workforce at any time. By reducing response times, companies can enhance customer service and provide information and expertise in a timely matter. With the right communication tools, businesses will maintain and grow client loyalty by providing the positive experience customers are looking for.

Increase employee productivity by providing them with the tools they need

Businesses are reducing travel time and their organization's carbon footprint by implementing mobile workspaces. Using Unified Communications to create workspaces that provide the right communication and collaboration tools is an effective way to streamline information delivery and accessibility. Enabling employees to work using any device, at any time, and from anywhere, minimizes team downtime resulting in improved productivity.

Connect your value chain to improve operational efficiencies

By consolidating voice and data networks, companies can increase the quality of their communications with employees, customers, and partners. Extending Unified Communications across the supply chain allows companies to improve the flow of their business processes, allowing them to be flexible enough to immediately respond to market demands before competitors.



OUR SERVICE

UNIFIED COMMUNICATIONS

Business Challenges

Organizations continuously search for strategies to strengthen their competitive advantage in their market place. Adopting new technology solutions to **improve customer service, employee productivity and operational efficiencies** can be challenging. Problem areas include infrastructure readiness, system interoperability, and end user adoption. Unified Communications is an effective IT solution that has the capability of re-engineering business processes to overcome these challenges.

Our Solution

Unified Communications provides the foundation for the fulfillment of corporate objectives through technology allowing businesses to realize greater returns on their IT investments. End to End Networks™ integrated voice and data solution offers many choices for businesses to evolve their communications infrastructure and transition to a collaborative environment.

OTHER SERVICES

Network Management

Server Management

Security Management

Mobile Workforce Solutions

Governance, Risk & Compliance

Consulting & Professional Services



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Unified Communications

An Integrated Voice & Data Solution

Extend your business reach by adopting technology that can handle voice and data communications simultaneously without sacrificing security and network uptime.



Our EndWatch™ Unified Communications Managed Service provides full support for your integrated voice and data network including:

- Pro-active monitoring & notification
- Access to our award winning client portal, eView™, for live network maps and extensive device reporting
- Incident, Asset & Change Management

As with all of End to End Networks™ Managed Services, clients will have access to our 7x24 Live Voice Service Desk for support.

OUR EXPERTISE

End to End Networks Inc.™ professional services team will work with you to develop a Unified Communications roadmap that fits your budget and business needs. Our certified Solution Engineers and Network Specialists can fulfill resource requirements throughout the design, implementation and training stages. We provide the expertise needed for the successful deployment of your Unified Communications solution.

OUR SOLUTION

End to End Networks Inc.™ Unified Communications portfolio includes various solution options designed to accommodate any sized business.

IP Telephony extends consistent communication services to all employees through an integrated voice and data solution. Companies can take advantage of collaborative messaging features such as Voicemail to Email, Visual Voicemail, Single Number Reach and Extension Mobility.

Voice over IP (VoIP) enables voice communications to traverse across public or private data networks allowing for an efficient centralized call-processing system. Head offices, branch sites and mobile workers all access the same IP Telephony system across the network reducing the number of phone lines needed.

Unified Communications applications are added to IP Telephony systems to increase communication efficiency and user interactions. By incorporating these applications, businesses can realize a greater value from their integrated voice and data platform:

- Enhance your contact centre with a superior customer interaction solution that includes sophisticated call agent routing capabilities, Windows-integrated tools and comprehensive administrative functionality for training and managing call quality.
- Create a collaborative workspace by deploying Presence and combine Instant Messaging, multiple dialing methods and the ability to check employee status in one easy to use interface.

About End to End Networks Inc.

End to End Networks Inc. is an established provider of Managed Network & Security Services across North America. Since 1993, we have maintained a reputation for service innovation. When combined with our comprehensive portfolio offerings, we deliver strategic technology solutions that fit the unique business needs of our clients.



Making Connections