



# Smart Managed *IT* Solutions *transforming your business*

## 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
- End user adoption

Unified Communications is a very effective IT solution that has the capability of re-engineering business processes to overcome these common challenges.

### Our Unified Communications 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.

### Our Services

- Network Management
- Security Management
- Unified Communications
- Consulting
- Wireless Solutions
- Mobile Workforce Solutions
- Governance, Risk & Compliance
- Professional Services

### eView, Our Award Winning Portal

eView is a sophisticated web-based client management portal that provides companies with a single point of entry to crucial information about their corporate IT assets. Companies can manage IT costs by using eView as a central repository to track IT assets, data telecommunications information, and manufacturer hardware and software maintenance contracts.

#### Positive experiences that create superior customer service

Unified Communications connects your customers to your dispersed workforce at any time. By reducing response times, companies can enhance customer service and provide information and expertise in a timely manner. 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 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.

#### 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.



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# Unified Communications

making it secure, seamless, and stress-free

## Our Unified Communications Solution

End to End Networks' Unified Communications portfolio includes various solutions 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.

### Key Features:

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. Also, 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.

## Value-Added Benefits

As an End to End Networks client, you will receive value-added benefits such as:

- 7x24x365 access to our Live Voice Service Desk
- Immediate detection of voice PRI and device outages
- Access to our award winning portal, eView
- Visibility to your live network map
- Mean Time to Repair (MTTR) for managed service products within 4 hours
- Complete visibility into asset management
- Tracking of all manufacturer warranty of contracted devices in one interface
- Carrier coordination for troubleshooting
- Comprehensive Add/Move/Change Service
- Daily configuration captures and changes are automated and assessed by our Security Team

## Simplify Communication

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

For more information, visit [www.endtoend.com](http://www.endtoend.com)