

HOW MARRYING I.T. WITH TELECOM SAVES YOUR BUSINESS MONEY

ABOUT PRO ONCALL

PRO OnCall has been providing quality service to our clients in the Telecommunications and IT industry for over 70 years. We take pride in providing our clients the best IT solutions and communications systems for their business. We view ourselves as your partners, enabling us to better understand your company's IT and Communications problems. We support your long term goals by implementing innovative and personalized solutions for your business.

We stay focused on serving you – building on our record of personalized strategic planning, single source IT and Voice solutions, and exceptional customer support. Are you ready to get started on your long term goals? We are.

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How Marrying I.T. with Telecom
Saves Your Business Money

What is Unified
Communications?

HOW MARRYING I.T. WITH TELECOM SAVES YOUR BUSINESS MONEY

Many business owners work with a variety of vendors to get internet access, phone service and IT support. When you use multiple providers for these services, you run into a number of issues that contribute to inefficiency in your organization and spending more money than you should. Here's how marrying your IT with telecom services saves your business money:

Increased Efficiency

Using a single vendor to provide telecom, internet, and IT services can drastically increase the efficiencies within your office. Combining your IT with your telecom into a single source with an experienced provider is going to increase the efficiency in your office, saving you time which results in financial savings.

“Using a single partner to provide telecom, internet, and IT services can drastically increase the efficiency in your office.”

Reduced Support Bills

Another issue many business owners have when using multiple vendors for their IT, telecom and internet services is having to pay multiple support bills to the vendors every time you have an issue with your office technology. Consolidating services and working with a single partner means you make one phone call, and receive one bill .

Paying Only for What You Need

One of the other challenges business owners face when working with multiple vendors is getting what they need to run their business – without paying for extras that you don't need. When a single vendor provides your internet, telecom and IT services, they can very easily work out the details for how much bandwidth you are going to require to efficiently operate your business.

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The Future of IT Support:
Proactive vs Reactive

The Birth of the Perfect Cloud
Service Offering



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WHAT IS UNIFIED COMMUNICATIONS?

As technology expands, there are an increasing number of ways an individual can be contacted. From landlines to mobile phones, fax machines, email and instant messaging – we need a way to unify all of the various communication tools so you can manage your communications from one place. Integrating all of your communications will help you optimize your technologies to become more efficient and cost effective.

Perhaps you spoke with a client by phone from your office and now it's time to send them a formal quote by email or fax. Or, maybe your client has some lingering questions and hops online to send you a chat message later in the day, followed by a video conference call with several of your client's business partners. With so many methods for communicating, you could easily lose track of the conversations with co-workers or clients.

Business owners are no longer parked in one office all day every day, either. Everyone is becoming much more mobile and virtual offices are becoming more common as workers conduct business from all over the world rather than from a centralized office. The increasing number of communications tools and services and a mobilized workforce creates the need for unified communications. Understanding Presence and Reach As a business owner, it's important that you have availability and "presence" for people to connect with you. A simple example of this is when you see your friends' names along the right side of Facebook when you're logged in to chat.

“Everyone is becoming much more mobile and virtual offices are becoming more common as workers conduct business from all over the world rather than from a centralized office.”

This tells you they are also available to chat – but if your friend is no longer sitting in front of their computer and Facebook chat is your primary method of communication - there is suddenly no way to contact him or her unless you know their phone number, email address or other means of contact. This is what makes having a single number to reach you important: your contacts can communicate with you via a single access point (one phone number, for example) which works for all methods of communication. This is how unified communication works, and makes it possible for business prospects or customers to contact you with that single number, whether they are using their cell phone, landline or online chat programs.

Unified communications are useful to businesses whose people are always on the go, and remain connected with their cell phones or computers while outside the physical office. People who work from home can easily be accommodated through unified communications; therefore reducing office real estate expenses and eliminating any delays due to geographical distance. Unified communications also simplifies your contact information, making it easier to remember and share with prospects and associates.



Giving your customers and prospects one method to contact you through a variety of communications channels is ideal. It keeps the process simple, avoids the need to carry around multiple contact details for each person you want to communicate with, and is simply more efficient and effective.

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THE FUTURE OF IT SUPPORT:

PROACTIVE VS REACTIVE

Most companies wait for something to happen with their computer or technology before they take action. Don't assume that just because you haven't experienced any major problems. Yet, that you never will. The reality is – it's only a matter of time before something happens and then you'll be scrambling around trying to find someone to fix it, all while losing time and money in the process. A reactive IT environment is one where you just react to problems after they happen. It's cost is greater and causes more down time than taking a proactive approach to IT support.

Proactive IT Support Prevents Problems

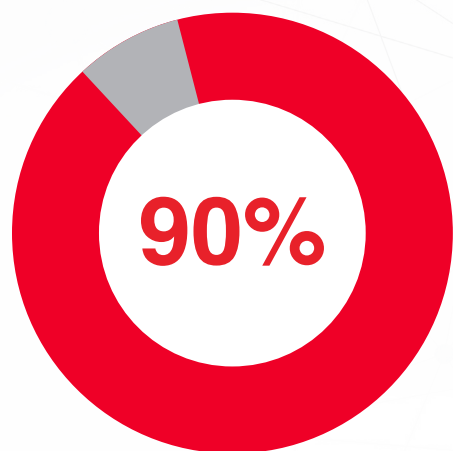
When you are proactively monitoring your servers and systems, you are alerted to potential problems before they cause down time in your business. For one of our clients, having an IT consultant from PRO OnCall Technologies has made a huge difference in their ability to eliminate down time. The consultant acts as an IT manager for their organization, making recommendations for upgrades and technology solutions that increase their overall efficiency, while ensuring uptime of services as part of the customized integrated managed services offering PRO OnCall Technologies delivers.

It is easier and more cost effective to stop an information technology problem before it starts than to wait until the issue causes a domino-effect of other problems. If you haven't been proactive and you wait until a problem occurs, you need to call on your IT department or find an IT support Partner to outsource the problem to. It can take some time for the problem to be diagnosed and corrected when you are being reactive. Can your business operate when your network is down or you don't have access to your files?

Business Continuity

One of the greatest benefits of a proactive IT support environment is the ability to continue operating your business and generating revenue even when faced with technology challenges. Being proactive means having a reliable backup of all critical data in place, including your email, contact lists, calendar and schedule, and all files used by the business. If you are operating in a reactive IT environment, you may not even consider any of these backup needs until it is too late, and then suddenly you're left wishing you had a backup plan in place!

However, you'll need more than a backup of your data to recover and stay in business. Along with your data backup, you must have a business continuity plan that ensures you can stay in business after data loss or disaster. A staggering 90% of organizations without a working backup and continuity plan generally go out of business within a year after data loss or disaster wipes out their computer systems. Business continuity is the process that allows you to immediately use your backed up data and operate your business just as you did before the data was lost.



of organizations with out a working backup and continuity plan generally go out of business within a year after data loss or disaster wipes out their computer systems.

Being Proactive Saves Money

Proactive IT support is the best way to save money on your overall IT costs. Think about it – how do you budget for expenses that you don't know you're going to have? Without proactive IT support, you're just coasting along hoping things continue to operate. If something breaks, if you are the victim of hacking or a computer virus, or some other event causes data loss for your organization – how do you know how much money you will need to resolve the problem? You can't budget for your IT expenses when you are operating your business in a reactive environment.

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THE BIRTH OF THE PERFECT CLOUD SERVICE OFFERING

Every business owner has days at work where it seems like all of the stars have aligned and everything goes exactly as planned: the internet is high speed, you can access all of the necessary documents and applications on every computer in the office, and your phone system provides flawless communication. Unfortunately, for business owners who use multiple vendors for their IT and telecom needs, these days can be few and far in between! If you're looking to give your workplace good more days, you want to consider a single service provider that can handle all of your IT and telecom needs.

Reliability of Cloud Environment

The cloud is more stable and secure when it is provided by your telecom provider because they also deliver your internet services. They can determine and support the exact amount of bandwidth you need, versus working with two different providers to try and work out the math and figure out how much bandwidth is enough without being more than you need and at a higher cost than you should be paying.

Having the right amount of bandwidth is necessary for a reliable cloud environment. It ensures you can access all of your documents and applications without any hiccups.

Improved Communications and Collaboration

Unified communications and VoIP make it possible to make and receive calls from anywhere and from any compatible device. Your communications systems rely on the cloud environment and requires a reliable connection and the appropriate amount of bandwidth to support your daily activities. As you know, reliable communication is necessary to productivity in your office and your staff's ability to provide exceptional customer service. Using an IT partner who can secure and manage your telco services is an ideal way to improve communications and collaboration in your office.

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In addition to creating the ability to provide a higher quality customer service experience, you'll also save money on your phone bill while at the same time, adding additional features that help you stay in touch more efficiently or holding virtual meetings with people around the world without ever leaving your office.

Secure Mobile Network

The days of going to work and sitting at your desk for eight hours straight are pretty much gone. Most business owners travel to meet with clients, partners and vendors in other locations and require a



secure mobile network to ensure productivity while they're away from their desk. Your IT provider can create a secure mobile network that allows authorized individuals access to all of your organization's documents, files and applications from any mobile device with internet access – while blocking access to unauthorized individuals. Working with a single partner for your IT needs and telecom solutions enables the “birth of the perfect cloud” situation for your business. You'll experience greater reliability of your cloud environment, improved communications and collaboration over the cloud network, and a secure mobile network that allows higher levels of productivity even when you are out of the office.

Contact Us Today



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