



# VoIP Solutions

## Power Your Network for Voice Communications

With VoIP (Voice over Internet Protocol), voice calls travel across the same network as your data. Voice can now be used and directed like data. Customers dial one number and the system finds you, whether you're on a PDA, cell phone, laptop or a remote office phone.

Your entire staff—telecommuters and road warriors included—reach each other more easily. Collaboration improves, productivity increases and your customers are better served.

Emerald's certified and experienced engineers can add VoIP to your existing network, enabling a variety of time- and cost-savings features:

- /// Integrated Voice and Data Service
- /// Cost Savings Analysis
- /// Call Center Solutions
- /// Remote Office and Mobile Users
- /// VoIP Installation and Support

With VoIP, customers find you faster and find it easier to do business with you.

## Improve Communications and Increase Productivity

In business, success often comes from making many incremental improvements across all areas of your company. VoIP is a great tool for creating efficiencies in a number of communications processes and channels.

### Decrease expenses and recurring costs

Voice travels across the Internet, allowing most companies to save 20-30% on monthly phone bills. Streamlining communications, VoIP decreases recurring costs such as adding new lines as your company grows.

### Support remote offices and mobile users

VoIP enables a "find me/follow me" feature that keeps everyone in the company in touch with colleagues and customers, whether they work onsite or off.

### Implement call center features

With VoIP, relevant customer information can be automatically "attached" to an incoming call, enabling virtual call centers. Your entire call center staff can be home-based. Commute times are cut, productivity increases and attrition rates are reduced. Additional savings come in the form of fewer physical facility requirements.

### Enable real time reporting

For companies that need to understand call capacity and traffic flows, VoIP can monitor calls and devices for volume, voice quality and bandwidth utilization. This also allows you to track call trends for network and capacity planning.

### Simplify changes and system administration

New employees can have their new phone lines in the minute it takes to go online and add their names. Any system feature can be added or removed as needed, via your dedicated web browser interface.

# Why choose Emerald?

## It's a Matter of Trust

If you rely on technology to drive your business, you have to trust your technology and your technology partner.

### We always do what's right for the customer.

Emerald's knowledge of VoIP allows us to shape the technology to support the way you do business. VoIP solutions are designed to solve specific business problems, so it's important your company selects the right product. Emerald ensures the VoIP system you select supports your business objectives. Also, we never require long-term contracts or service agreements. We know that if our technology solutions and services fit your needs and meet your expectations, we'll keep your business.

### Award Winning Service

- /// 2010 Customer Service Award
- /// 2010 Community Service Award
- /// 2009 Customer Service Award
- /// 2009 Community Service Award
- /// 2009 Marketplace Ethics Award

### We provide the right VoIP solution at the right time.

Technology changes quickly and telephony technology is no exception. Emerald stays current on telecommunications trends so we know what's out there and what's coming. We help you make the right telecom choice to achieve your business goals, without locking you in or limiting your options.

### We bring leadership and vision to every project.

The best VoIP solution is implemented in the context of your company's larger goals and plans. Emerald determines which VoIP solution will support you efficiently today, scale easily to accommodate growth tomorrow, and incorporate emerging technologies exactly when you need them. You'll have peace of mind, knowing we'll be around to provide ongoing support and consultation.

### Data Solutions

- ▶ Network Design and Architecture
- ▶ Network Security
- ▶ Hardware / Software Sales and Services
- ▶ Managed Services
- ▶ Internet Hosting and Server Collocation

### VoIP Solutions

- ▶ Integrated Voice and Data Service
- ▶ Cost Savings Analysis
- ▶ Call Center Solutions
- ▶ Remote Office and Mobile Users
- ▶ VoIP Installation and Support

### Advisory Services

- ▶ Technology Roadmaps
- ▶ Project Planning and Management
- ▶ Network Security Audits
- ▶ Enterprise Risk Assessments
- ▶ Compliance Reviews

## Let's get started!

We begin by visiting your office for an initial assessment. We'll discuss your business goals, evaluate your current technology and review your telecommunications bills and service contracts. After evaluating your current situation, we'll discuss with you the best options to achieve your goals.

There is no charge for this visit. Contact us today to schedule your assessment at [678.302.3000](tel:678.302.3000) or [sales@emeralddata.net](mailto:sales@emeralddata.net).



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