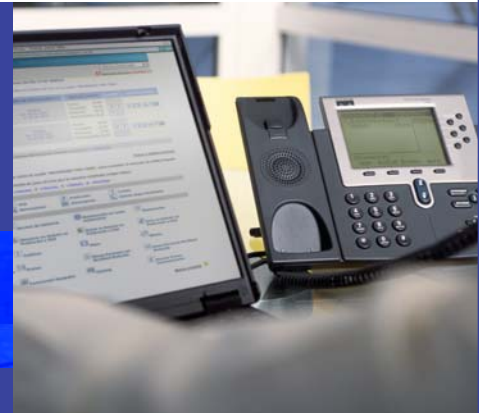


## MULTISERVICE NETWORKS

### From New England's Leader in Voice-Over-IP



*Are you planning to migrate to a converged voice, video and data network? If so, you are joining a rapidly growing number of companies who recognize the financial and technical advantages of a single network. At Total Communications, we have in-depth experience in designing, installing and supporting multiservice networks. Over the past 9 years, we have installed over 50 converged networks for more than 11,000 users. Our network engineers can prepare your separate voice and data networks for a seamless transition to one multiservice network.*

#### **CONVERGED VOICE, VIDEO & DATA NETWORKS**

Our 28 years of experience in voice technology, and over 18 years in data networking, position us as an industry leader in converged voice and data networks. Whether it's implementing unified messaging, an integrated web call center, data/voice collaboration or networked video, Total Communications can position you to take advantage of these advanced applications.

#### **VOICE-OVER-IP COMMUNICATIONS**

Many organizations are enjoying significant savings by using their WAN to carry long distance voice and fax calls between locations. Besides the savings on toll bypass, IP Communications can reduce costs for network maintenance, staff time and adds, moves and changes. Even more significant, with a multiservice network with IP communications you can implement advanced applications that will give you a competitive advantage.

#### **QUALITY OF SERVICE (QoS) IN MULTISERVICE NETWORKS**

At Total, we resolve QoS issues by using proven, end-to-end technology. We balance voice quality, delay and bandwidth and set traffic parameters to avoid voice packet loss. Reliability concerns are resolved through server redundancy; each telephone can be registered to 3 servers in case of failure.

#### **WIRELESS LAN (WLAN) & REMOTE WORKER SOLUTIONS**

Do your workers need high-speed, reliable access to the corporate LAN or the Internet while roaming around the office or building-to-building? A WLAN solution will integrate seamlessly into your existing network, offering scalable, (over)

*Voice, Video & Data Convergence*

*Voice-Over-IP Communications*

*Quality of Service (QoS)*

*Remote Worker Solutions with  
Wireless LAN (WLAN)*

*Local & Wide Area Networks (LAN &  
WAN) Design, Installation & Support*

*IP Contact Center &  
Conferencing/Collaboration*

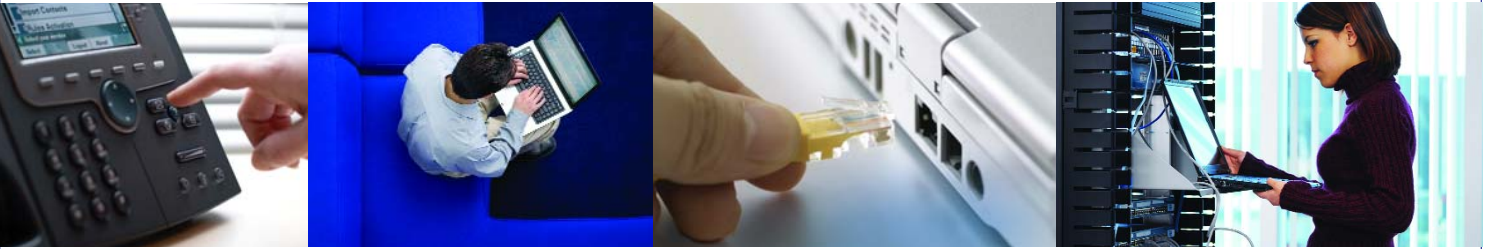
*Enterprise Messaging*

*Security with Firewalls & Virtual  
Private Networks (VPN)*

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cost-effective mobility for your workers. You may also want to consider VPN connectivity and hosted application solutions for your telecommuters. As a Cisco Wireless LAN Specialized Partner, Total has the expertise to implement an efficient, secure solution.

### **IP CONTACT CENTER & CONFERENCING/COLLABORATION**

Are you looking for enterprise-level call center and conferencing/collaboration integration? Exploit the potential of your converged network and VoIP Technology with Cisco IP Contact Center and Cisco MeetingPlace. Total Communications partners with SpanLink, A Cisco Technology Development Partner who has been developing and providing customer interaction solutions for 20 years.

### **ENTERPRISE MESSAGING**

Choosing and implementing an enterprise messaging product is a crucial business decision. It serves as the foundation for workflow, communications, document exchange and other day-to-day business tasks. It is important to select the correct enterprise message application and ensure it is configured for high availability, performance, security, and reliability. Total Communications, a Cisco Advanced Unified Communications Specialized Partner, offers expert installation and deployment.

### **SECURITY**

Now more than ever, a security solution must protect every component of your networking environment - from the server and remote access locations to the Internet and web access points. We provide you with responsive, unparalleled network security expertise. We have a thorough background in critical information protection operations and extensive experience in implementing Virtual Private Networks and Firewalls.

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