

## TELEPHONE SYSTEMS

### Empower Your Business with Technology



The future is here now with the Mitel Navigator (above), a communication device that goes beyond the office telephone to deliver powerful functionality via a PC interface. Just one of the high-tech options available through Total Communications.

*Telephone Hardware & Software*

*System Design & Installation*

*Voice-Over-IP Communications*

*Speech Recognition*

*Wireless Mobility*

*Customer Interaction Centers*

*Unified and Voice Messaging*

*Call Centers*

*Have you outgrown your telephone system? Does your system support branch offices and telecommuters? How can you improve service without hiring staff? Are you looking for a cost effective communication system that can grow with your company?*

*Whether you are a mid-size business, a 500 seat call center, or a 5000 employee corporation, Total can design an open-ended communication solution that fits your budget and your present and future needs. Total is New England's premier Voice-Over-IP integrator, with over 60,000 installed endpoints, 28 years experience in voice and 17 in data. Since 1980, more than 12,000 businesses have turned to Total for business telephone systems, unified and voice messaging, contact centers, speech recognition and wireless mobility.*

#### **The Right Solution . . .**

As authorized agents for these leading manufacturers, we can create the ideal solution for your business:

**Cisco:** As a Cisco IP Communications Specialized Partner, Total has 9 years of experience designing, deploying and supporting IP Communications solutions that enable voice, data and video on a single infrastructure. With Cisco IP Communications, you can create a platform for advanced applications, such as custom XML applications that allow an IP telephone to function as a PC.

**Mitel:** Total Communications is one of a few Mitel Elite Dealers nationwide. Mitel Networks Corporation is a leading global provider of enterprise and small business communications solutions and services. The company focuses on blending powerful infrastructure with an intuitive human interface to deliver the benefits of voice, video and data convergence to the user. Recently, Mitel merged with Inter-Tel. As the only communication company in the northeast who has been both an Inter-Tel and a Mitel partner, we can continue to support your Inter-Tel system. Also, when it's time to upgrade, we can work with you to determine the best, most cost-effective option for your business, whether it is a simple technology upgrade or a new system.

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## Customized for your Business

From basic voice mail to complex automated information systems, we have a wide variety of solutions to meet your needs. Our in-depth experience in designing and implementing unified and voice messaging, automated attendant, IP telephony, wireless mobility and call centers, set us apart from the competition.



Cisco 7970



Inter-Tel 8690



Mitel 5330

Pictured above are some of the sophisticated telephone handsets available through Total Communications.

## The Total Difference

A telephone is more than a piece of equipment on your desk. It's an important link to your customers, your staff, your suppliers. That is why we do not merely sell you a communications system, install it and walk away. Our commitment to your organization begins in the proposal stage, continues throughout installation, and extends to ongoing system maintenance. Total has over 45 certified technicians who receive mandatory ongoing training. We can service your company 24 hours a day, 7 days a week with a guaranteed 4 hour emergency response time. Total Communications carries over \$4.5 million in inventory to ensure we have what you need to keep your communications network operating smoothly. Additionally, we offer flexible financing, remote diagnostics, in-house training programs, and customer support staff.

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