

## TOTAL COMMUNICATIONS & CISCO SYSTEMS Technology Partnership



*Total Communications, Incorporated partners with technology leaders who share our commitment to continued support and product development. In Cisco Systems, we have found a partner who shares our commitment to excellence and continually offers cutting-edge communication solutions.*

### **TOTAL & CISCO: CONVERGING VOICE AND DATA**

Total Communications is a Cisco Premier Partner. With experience in telephony and data, Total was selected by Cisco Systems in the late 1990s to work on their Selsius IP Telephony product prior to its release. Today, we are a Cisco Advanced Unified Communications Specialized Partner who has installed one of the largest Cisco IP Communications worldwide. This specialization recognizes our ability to plan, design, implement and support Cisco IP Communications solutions.

### **CERTIFICATIONS DEMONSTRATE COMMITMENT**

Total Communications has extended their commitment to Cisco technology by earning these specializations: Cisco Advanced Wireless LAN Specialized Partner, Cisco Advanced Routing & Switching Specialized Partner and Cisco Advanced Security Specialized Partner. We also monitor and manage customer networks from the Cisco equipped network in our 1,000 sq. ft. secure Network Operating Center (NOC).

### **HIGHLY QUALIFIED STAFF**

Our key network engineers have been deeply involved with Cisco IP Telephony since 1999. Managed by a CCIE, Total Communications' Data Network Group is staffed by highly qualified, dedicated individuals who have met testing requirements to fill the roles of project coordinator, systems engineer, field engineer and operations specialists. A second CCIE holds a CCIE Voice Certification.

### **IN-DEPTH EXPERIENCE**

- Over 6,500 user installation for City of Hartford is one of the largest Cisco IP Communications projects worldwide
- Installed base of over 60,000+ endpoints

*Cisco Premier Partner*

*Advanced Unified Communications  
Specialized Partner*

*Advanced Wireless LAN Specialized  
Partner*

*Advanced Security Specialized Partner*

*Advanced Routing & Switching  
Specialized Partner*

*SMB Select Partner - Healthcare*

*SMB Select Partner - State/Local  
Government & Education*

*Recognized for Customer Satisfaction  
Excellence*



**TOTAL**  
COMMUNICATIONS, INC.  
[www.totalcomm.com](http://www.totalcomm.com)

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- Over 12 years IP Telephony experience, 30 years in voice, 19 years in data
- Thorough grounding in issues encountered during implementation and beyond
- Exploit capabilities of IP Communications by developing custom XML applications

### CUSTOMER SATISFACTION EXCELLENCE

Total Communications was recognized for Customer Satisfaction Excellence, the highest distinction a partner can achieve within the Cisco Channel Partner Program, in October 2007. This designation is based on the customer satisfaction results captured in the Cisco Partner Access Online tool ([www.cisco.com/go/pal](http://www.cisco.com/go/pal)). Each quarter, Cisco acknowledges Certified Partners that have the highest customer satisfaction distinction within each geographic region.

### HUMAN ENGINEERING: THE TOTAL DIFFERENCE

What sets Total Communications apart from other integrators is their approach to meeting customer needs. Total Communications believes that IP Communications offer an organization an opportunity to go beyond simply installing a telephone system to creating a platform for advanced applications with almost limitless potential. Yet many organizations never realize the capabilities of their technology. Because dial tone alone is not sufficient for a successful project, we design a system that meets the individual organization's special requirements and then train the employees to use the system effectively. This approach, which we call "Human Engineering", begins in the design phase and continues throughout installation and beyond.

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