Professional Technology Services

Kinetech provides technical consulting, architecture, design, installation, and implementation to Small to Mid-Size Businesses for VOIP (Voice Over IP) Telephone Systems, Equipment, and Services.

We help businesses spend more effectively on communications, to become more efficient through improved communications, and to provide clients with a clear plan for implementation of VOIP products and technology to satisfy their current and future business needs.

Kinetech will also work as advisors and in a support role to a company's in house staff in support of existing projects, introduction of new ideas and technology, and by helping to solve specific telecom issues.

Typical Client Concerns

The telephone system is a key business tool that must serve <u>your</u> business cost effectively and provide reliability, quality, solid customer support. Our clients are usually facing one or more of the following business issues:

- *Their Telephone Costs are Too High*
- *Outages and Repairs are Hurting Their Business*
- *They are Exceeding Capacity of Their Current System*
- *Their Telephone System is Lacking Important Features*
- *Their Telephone System is obsolete, difficult or costly to maintain*
- *They are Moving to New Offices*
- *They are Expanding and Opening New Offices*

Telecommunications Discovery Process

Kinetech begins with a discovery process to understand the client's telecom needs:

- *What are the Client's Business Issues or Problems?*
- *What Would the Client Like to Change in Their Present System?*
- *What Features and Functionality Would the Client Like to Add?*
- *What are the Client's Future Business and Communications Requirements?*

Telecommunications Analysis

There are generally at least 3 suppliers involved with a communications system- the telephone system manufacturer, the installation/ maintenance company, and the Local/ LD service provider. Kinetech will analyze the client's current business telephony usage, features, and associated costs by providing the following as required:

- *Business Needs Assessment*
- *Cost Review/Invoice Audit*
- *Business Continuity Analysis*

- *Telephone System Performance*
- *Telecom Provider Analysis*
- *Voice Quality/Reliability Analysis*

VOIP Readiness Assessment

Your Infrastructure, including LAN, WAN, cabling, and network equipment, is key to a successful and quality deployment. Kinetech's engineers will perform a thorough review of the site(s), which will include:

- *Site Survey*
- *Meet IT Manager*
- *Network Equipment Review*

- *Infrastructure/ Cabling Review*
- *Broadband/ Data Service Review*
- *Multi- Site Considerations*

Vendor Equipment and Service Provider Selection

Your business requires a cost effective telephone system solution that provides reliability, quality, solid customer support, and a strong set of features to help you to be even more successful in satisfying *your* customer's needs- and in growing *your* business. Kinetech will guide you through the process of selecting and implementing the best solution for your business needs- for today and into the future. We have partnered with leading Telecom Services and Equipment providers, enabling us to recommend, specify, and implement cost effective, high quality, and high reliability solutions.

VOIP System Design, Installation, and Implementation

Kinetech will plan, schedule, and project manage the entire process from system installation through service cut over and beyond by providing:

- *Project Management*
- *Infrastructure Upgrade*
- *Call Processing and Call Flows*

- *Installation*
- *Training*
- *Maintenance and Support*

To learn more about our Professional Services, and to schedule a no-cost consultation, contact a Kinetech representative today at:

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Specialists in Office Communications