



MANAGED BUSINESS TELEPHONE SOLUTIONS FOR BOY SCOUT COUNCIL OFFICES

Reduces Cost and Overhead
Ensures Volunteers Can Contact Staff
Mobility Keeps Staff in Touch with Council
Staff Shares Desks/Phones with "Hoteling"
Enables Before/After Hours Answering
Delivers Faxes/Voice Mails Remotely
Ensures Reliability with 24X7 Monitoring

Kinetech Voice Technologies specializes in providing Managed Business Telephone and Unified Communications Solutions designed to help Control Expenses, and Streamline and Improve Efficiencies in communicating with the many geographically dispersed volunteers, youth, and parents.

Volunteers at the District, Pack, and Troop level, are looking for the ability to easily reach their Council representatives regarding planning of the many events that occur at the local and Council level, as well as activities at the local Scout Camps.

Similarly, Council staff want to be easily reachable, as the bulk of the activity in a local Council is performed by the many volunteers and parents involved in the Scouting program.

Reach Staff and Volunteers, Control Technology Overhead

Kinetech™ offers organizations a superior alternative to purchasing and maintaining their own telephone system. Our fully managed service is a premise-based, all-inclusive system that provides a flat rate, fixed monthly cost for equipment, installation, unlimited telephone calling, maintenance, warranty, and support—thereby eliminating the cost and overhead associated with equipment ownership.

This software-driven solution seamlessly integrates with existing IT networks to simplify

system management and reduce ongoing communications costs. System-wide upgrades, moves/adds/changes and station setting adjustments are achieved with a quick click of a mouse. In addition, the linear expandable system grows with an organization to support several hundred users.

The solution makes the most advanced technology immediately available—without the operational hassles of maintaining equipment. The following are just a handful of the communications benefits provided:

Reduce Operational/Capital Costs

- **All-in-One Solution-** Turnkey, fully managed telephone service with flat rate, fixed pricing - inclusive of equipment, local and long distance calling, maintenance, and support- requiring no customer management or administration.
- **Reduce Communications Costs-** Included local and long distance calling allows staff to cost effectively communicate with District, Pack, Troop, and Camp Volunteers. Also, when remote phones and softphones are utilized, cell phone usage is significantly reduced, further increasing cost savings.
- **Optimize and Save on Office Space-** Staff can share a workspace and telephone when they are in the office by logging in using the "Hoteling" feature. The IP phones can be easily customized throughout the workday to the preferences of each staff member.
- **Support Virtual Staffing-** Staff and volunteers can have a voice mail only extension on Council's telephone system.
- **Protect Cell Phone Numbers-** Staff and volunteers no longer need to give out their personal cell phone number- they provide a direct dial number or extension on the main telephone system. This protects against nuisance calls after hours.

- **Ensures Investment Protection-** Eliminates Equipment Obsolescence, includes updates, and scales as you grow your business-1 phone at a time.

- **Eliminates System Management Overhead-** provides maintenance, support, warranty, configuration changes, and a locally staffed help desk.

Improve Client and Prospect Communications

- **Streamline Communications with One Number Access-** Staff can give out one number to reach them using advanced call routing and find me-follow me features.

- **Improve Customer Service- Stay Connected-** Staff are always on the move and need to be productive even when not in the office. Calls can be seamlessly forwarded to remote phones and cell phones using find me-follow-me, ensuring staff are always available.

- **Integrate Remote Offices and Staff-** Staff can now work transparently from a home office or remote location using a "Duplicate" phone that mimics the behavior of their office phone—including their custom settings and preferences. This enables remote staff to always be in touch, as if they were in the main office location.

- **Collaboration-** Use Audio and Web Conferencing to create on line "Meetings" to discuss, for example, planning of the many Council events and activities, Roundtables, etc.

- **Maintain Confidentiality-** using integrated electronic Fax, confidential documents, offers, and sensitive youth and family information no longer sits on the fax machine where they can be viewed by anyone.

Maximize Productivity and Efficiency

- **Remote Message Delivery-** Using Visual Voice and Fax Mail, messages can be forwarded as email attachments to laptops, Blackberries, PDAs and smartphones, to provide easy remote access while traveling.

- **Archival of Important Messages-** Voice Mail and Fax Mail messages(via email) can be stored in the client or prospect's folder for future reference, if the need arises for business or legal reasons.

- **True Mobility-** Staff that are on the road can access and be a part of the office telephone system using a PC-based softphone that mimics the behavior of their desktop phone. This allows them to seamlessly and transparently work from remote locations.

- **Manage Faxes Efficiently-** Keeping up with faxed agreements and contracts can be time consuming. Using our integrated desktop fax, remote or traveling staff can exchange faxes any time of day- no matter where they are. This allows them to transparently work from home or the road.

- **Integrates with Desktop Applications-** Staff can easily and quickly communicate by using Click-to-Dial to dial off of existing lists, databases, web pages, and other programs.

Ensure Quality and Reliability

- **Guarantees Voice and Call Quality-** by incorporating a Fully Managed, dedicated, voice only network, built using Tier 1 Network Service Providers

- **Prevents Problems before They Occur-** with around the clock pro-active call quality monitoring

- **Provides Business Continuity-** Built in Redundancy, Security, Reliability, and Disaster Recovery is assured with alternate call routing and backup systems.

To learn more about this managed telephone service for your business, and to schedule a free consultation and cost savings analysis, contact a Kinetech representative today at:



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"Experts in Improving Office Communications"

