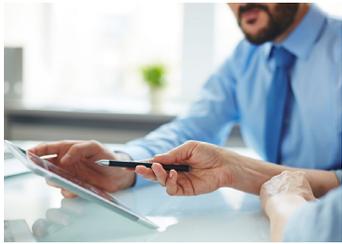




Professional Services Companies Choose ComTec Cloud



“ We interviewed the top 5 service providers in the Greater New York area and chose ComTec Cloud services. Their reputation was stellar. The products and services were geared towards a growing professional services company and the staff was amazing. I could not have been happier with the execution and the services provided thus far” ”

Matt Hahn,
CTO at SAX LLP.

Problem

The lifeline for Professional Services companies is their ability to effectively communicate with their clients and staff. Accounting firms in particular have a high demand for communication and are a user group that typically settles for nothing less than exceptional service. Sax LLP, one of the top 10 fastest growing and nationally recognized multi-state accounting firms was looking to scale with technology and upgrade its voice services, but needed a solution that would migrate all software and technology to a best in breed.

Solution

To meet SAX's need, ComTec Cloud services was brought in to help efficiently convert Sax LLP to the iConnect Voice platform with ZAC Unified Communications platform. With the mobile application and advanced functionality for their remote workers, and instant messaging and presence for users across the organization.

Benefits

The solution made a substantial impact on the business operations for Sax LLP. The multi-location deployment has helped to unify and accelerate the communications between workers in different locations. Customer appreciate the quick turnaround on issues. The workers enjoy getting their voice mail with their email and being able to see who is on the phone, and being able to text chat with co-workers for quick questions. The integrated meeting functionality has streamlined their meetings. The value ComTec brings with improved business efficiencies and connectivity is priceless for professional services companies.

Key Components

Desktop Client/Softphone Our desktop client, ZAC, provides staff with an easy to use Unified Communications (UC) application that brings together voice, video, instant messaging (IM), presence, advanced call management, voice mail, and many more functions. ZAC is fully integrated into the iConnectZX™ Media Exchange solution, requires no external servers, and is supported on Windows, Mac, and Linux operating systems.

Find Me/Follow Me Presence status lets you know if the person you need to reach is available, and even how they may best be reached no matter where they are located across your company's system

Secure Video Calls The ComTec iConnectZX™ video call function lets you engage in two-party video calls between yourself and another ZAC user while keeping the session within the secure corporate communications network.

Digital Fax/Voicemail improves ease of sorting for digital fax and voice mail files by using key information such as Caller ID, the date and time or the call, and the length of the call. Allows for prioritization of messages and for users to add annotations to their messages.

Custom Interface Your user screen can be tailored to fit any user's needs. Choose to display the tool bar as icons, text or both, and display it horizontally or vertically anywhere in the main window. Address book, Call Log, Voice Mail and Parked Calls windows can be opened in separate windows or included as part of the main window. phone without user intervention



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