Beacon TELECOM

Our Process
How We Can Help

Delivery Strategy

Our Strategic Consultants help by assessing your business to determine the optimal communications delivery model for your organization based on your operational and financial needs.

Through this process, we'll help you:

- ✓ Conduct a cost/benefit analysis of communications delivery options best for you.

- ✓ Produce a communications infrastructure optimization and recommendations report.

- ✓ Develop and present an executive summary of the business case to your key stakeholders.

Transformation Strategy

If you should decide to pursue a cloud based approach, we can help formulate the optimum strategy and identify the steps necessary to move in that direction.

Over the course of the engagement, we:

- ✓ Analyze business, financial and operating factors.

- ✓ Prepare detailed recommendations around the type of cloud communications solution and delivery model.

- ✓ Develop operational plans and detailed migration steps.

- ✓ Design an optimal cloud solution that integrates with your existing business applications.

WhiteGlove Cloud Services

Are Cloud-Based Communications Right for your Business?

Deciding between cloud-based managed communications, or owned, on premise solutions is a key decision to confront as you grow your business. Whichever option you choose should be informed by your broader information technology strategy, as well as your vision for the future.

Our Cloud Transformation Services can help guide you toward the right strategy that meets your organization's needs, fits your culture, and aligns with your business goals and strategies. Cloud based communications offer enticing benefits, potentially allowing your business to adopt new technologies faster and with less immediate expense.

How to Decide

There are many considerations to be assessed and weighed as you consider whether cloud-based communications are right for your business, including security, service reliability, privacy, network readiness, operational control, and integration with legacy systems. Our experience can help you know which questions to ask, so you can decide on the ideal solution for your organization. Ultimately, we want to help you answer a few key questions:

- • Which communications ownership and delivery model is most appropriate; traditional on premise equipment, managed cloud services, fully hosted cloud services, or a hybrid approach?
- • How can we address your challenges and concerns to achieve your return on investment and total cost of ownership objectives?
- • How can we integrate the delivery strategy with your existing communications infrastructure?

Answering these questions will help you refine your investment priorities, determine your return on investment expectations, and show you additional benefits of the chosen approach over time.

AVAYA
Platinum Partner
EXPERTS IN
Enterprise UC & Midmarket UC/CC

Moves, Adds and Changes:

Moves, Adds and Changes (MAC) can be done remotely, as well as onsite. All remote and onsite adds, moves, and changes are completed by Beacon's trained staff, eliminating the need for your IT staff to handle simple administrative changes. Unlimited MAC work significantly reduces costs and frees up staff.

Vendor Management:

Beacon will coordinate all aspects of your voice and data carrier services. Whether it is reporting a problem with one of your circuits, ordering new services, or simply managing the current infrastructure, we coordinate with all vendors and internal staff to make sure the job gets done accurately and efficiently.

Scalable Per-User Pricing:

Beacon Telecom offers customized per user per month pricing, providing customers with a scalable and comprehensive model when forecasting the growth and expansion of their business.

Flexible Terms:

Our goal as a communications partner is to help our customers succeed. As part of that strategy, we understand that empowering our customers with the right technology also requires staying within budget. With a variety of terms available, Beacon Telecom is able to customize the payment schedule of each solution with the terms that are most advantageous for our customer's short and long term financial goals.

Help Desk Support:

Maintenance customers have 24x7x365 access to the Beacon Telecom Service department via phone or our unique customer web portal. Our help desk is available to assist customers with routine issues, making changes, and to provide assistance for non- critical issues.

VoIP Network & Alarm Monitoring:

With Beacon Telecom's remote monitoring service, we respond to outages and issues in real time as they happen, minimizing the risk of downtime while providing customers with the peace of mind knowing that their mission critical infrastructure is being guarded 24x7.

Patching/SW Updates:

Maintaining products at the most current Service Pack ("SP") and Firmware ("FW") update level is mission critical to keeping your solution operating properly. As a part of the customer maintenance agreement, Service Pack and Firmware upgrades are performed on a regular basis.

Uptime & Response SLAs:

Beacon Telecom provides technical support 24x7x365 with a guaranteed 2 hour response time for critical outages.
All non- critical issues and requests for routine service will be handled within twenty four (24) hours from the time that the issue or request is received. When however, the "Customer's" request is made on or a day before a weekend or a Beacon Telecom, Inc. holiday, the repair work shall be performed on next Beacon Telecom normal workday.

Network Assessment:

IP telephony is very different from conventional data applications, in the sense that call quality is especially sensitive to IP network impairments. For this reason, Beacon Telecom uses state of the art pre-deployment testing and network readiness assessments to identify problem areas in advance before issues arise. Typical network performance problems stem from three major categories, including jitter, packet loss, and delay.

For more information, or to speak with a Beacon Telecom representative about finding the
ideal communications solution for your business, just call (800)-800-7004 or visit www.beacontelecom.com
We are available 24/7/365.