

LOUD & CLEAR

An IP Telephony / Unified Communications Newsletter for All Industries

THE ULTIMATE MOBILE OFFICE

Creating the perfect mobile environment

Windows 10: First Look

The latest and greatest from Microsoft has arrived


Leaf YOUR OLD PHONE SYSTEM

Leave your old phone system behind; it's time to upgrade

Four-Time Winners

Inc. 5000 fastest-growing private companies





Mobile Internet Connection: It's important to have Internet access everywhere you go. There are several options when it comes to a mobile Internet connection. You can either have a mobile hotspot, or USB wireless cards. Mobile hotspots can come directly from your smartphone, or can be a physical device that you connect to via WiFi. USB wireless cards are small USB devices that plug into laptops and give you internet access. These cards, as well as mobile hotspots, come with different speeds and capability options.

Laptop: Though this may not be necessary every time you are working remotely, it is important to have a laptop to perfect any work you've started on a mobile phone or tablet. You also may find you need a laptop for presentations. It's not only crucial to have a laptop, but a good laptop. You must ensure you have a laptop that delivers the necessary requirements for you to work efficiently when mobile. Keep it mind that you should be able to easily use the laptop, that it has a comfortable keyboard, a familiar operating system, and required computer specifications and hardware.

Tablet: On days where you don't need your laptop, a tablet is an easy way to get work done efficiently. Tablets give you the flexibility to both work on documents and also show a colleague or client a video, data, or a demonstration of an application. They are lightweight and easy to bring anywhere you need to go. Additionally, depending on your operating system, tablets are fairly easy to integrate with your desktop computer and laptop, so that any work done on your tablet easily translates.

Smartphone: It's important to stay connected to colleagues, customers, and anyone who may need to reach you- even when you're not in the office. Having a smartphone that is integrated with your business' unified communications allows for calls to go directly to your smartphone when you are working in the field. A headset should also be considered for those who drive on the job. Smartphones also allow for video conferencing, access to documents, and use of important applications that help you stay connected and efficient.

Digital/Cloud Storage: Just as it used to be important to have either a briefcase or file cabinet for your files, it is now crucial to have digital storage on the go. Whether you utilize flash drives, external hard drives, Dropbox, Google Drive, or some other form of cloud storage, it's important that all documents done while mobile has a place to be stored so that it can be accessed either by other employees, or by you when you return your physical office. This way you never have to worry about losing your work when you are out and about, even if something happens to your device.

Applications: Every device that you utilize for your mobile office is only as functional as the applications that are on them. Your devices should include an instant messaging application, document creating/editing applications (example: Microsoft Office), remote access applications (Example: Logmein, TeamViewer, etc.), and cloud storage applications. There are so many useful applications out there that it really just depends on the tasks you will be completing while mobile.

CREATING THE ULTIMATE MOBILE OFFICE

Windows 10: First Look

Windows 10 is claimed to be the best OS (operating system) released by Microsoft to date. Their last release, Windows 8, didn't do so well so it was crucial to Microsoft to release software that blew competitors out of the water and truly showed efficiency and usability. As of July 28th, 2015, If you are already running Windows 7 or Windows 8.1, Windows 10 is available for a free download for 1 year. If you're considering taking advantage of the free upgrade, or already have and just want to know a bit more about it, here are 5 of the best features available on Windows 10.

Easy to use start menu: One of Windows 8 biggest flaws was probably the confusing start menu. The full page start menu made it difficult to use, especially when first starting out, as there weren't any overt similarities to the start menu style used in Windows for so long. Now, with Windows 10, the start menu is easy-to-use and aesthetically pleasing all at the same time. It combines the tiles from the Windows 8 start menu and the scrolling start menu that was used originally. Your recently installed and frequently used applications are displayed, and they are sorted alphabetically.

Cortana: At last, Microsoft appears to have made a useful desktop digital assistant. For a long time, different companies have been trying to perfect the digital assistant. From Amazon Echo to Siri on iPhone, a digital assistant is essential to any electronic gadget, including computers' operating systems. You can use Cortana to search for files, to have her set reminders for you, or even to sing you a song. She is similar to Siri in a sense, and was originally available on Windows phones, but has since made an appearance on Windows 10.

The new Edge browser: Though Internet Explorer is still available (though buried deep in the OS), Microsoft Edge is definitely the better option. It is faster, better looking and has a few tricks up its sleeve. For the longest, Windows default browser was known to be the least preferable to many. As soon as you open the browser, you are greeted with the question, "Where to next?" and popular websites and the latest news, making the experience inviting and informative. Similar to competing browsers Google Chrome and Mozilla Firefox, Edge is expected to have a large variety of extensions available at a later date.

Facial recognition login: Not only does Windows 10 provide the option of fingerprint and iris recognition, but also boasts a facial recognition feature that can be used for logging on. Just as long as your device has an illuminated IR sensor for facial recognition, you can use this feature. The built-in framework that allows for these login methods is called "Hello". It's a nice way to greet users, as once your face is registered, your computer will greet you by saying hello to you by name.



Leaf your old phone system

signs it's time to upgrade

Often times, businesses don't think about whether or not they need a new phone system. The old saying is "if it's not broken, don't fix it". Though this may apply to many things, it's crucial to business productivity that their communication infrastructure is the best that it can be. This includes business phone systems. If a phone system isn't up-to-date, a business could be missing out on many opportunities to better their business communication. If you're unsure whether or not it's time to upgrade your business phone system, here are 5 signs that it's time for an upgrade. If your phone system has any of these faults, it's worth considering.

1. Lack of Scalability Features: As years pass by, your business grows. As your business grows, your business needs change drastically. If your phone system lacks scalability features, then it is time to upgrade. Even if your business isn't currently in need of scaling, it most likely will be in the future. It's best to have a phone system service provider help you choose the best phone system for you that will both meet your business needs and grow with your business.

2. Not VoIP compatible: If your current phone system isn't VoIP (Voice Over Internet Protocol) capable, you are in need of an upgrade. One of the greatest benefits of upgrading to VoIP is the cost-savings. More benefits include greater flexibility, mobility, and increased productivity. If you are unsure whether or not your phone system is VoIP capable, a business phone service provider like CCS can help you find out.

3. Not Omnipresent: If your phone system doesn't have the capability to be everywhere at once, then you are in need of an upgrade. Omnipresence essentially increases your mobility and gives your business the unified communications that it needs. When your business is mobile, colleagues can more easily communicate with each other as well as clients. Work can be done anywhere, leading to increased productivity. This leads to increased sales and gives remote workers the ability to stay efficient even when they're not at the office. Give your business a competitive edge and implement mobility to your phone system today!

4. New Phones can't be easily added: Unexpected (or even expected) growth is a great thing for businesses. However, if your business isn't prepared for growth that may come your way, you can run into obstacles that stunt your growth. For example, if you are growing and hire more employees, but adding phones to your system are difficult, you will delay the hiring process as you are wasting time installing new ones. Newer phone systems make the process of adding new phones ultimately seamless.

5. Doesn't enhance bottom line: Almost all of your technology investments that you make for your business, including your phone system, should in some way, shape, or form boost your bottom line. It's important that your phone system integrates into your current technological infrastructure. This allows employees to be both more productive and efficient. If your phone doesn't enhance your bottom line, it's time to upgrade.

CCS Makes Inc. 5000 4th Year In a Row

NEW YORK, August 25, 2015 -- Inc. Magazine has ranked Converged Communication Systems NO. 3893 on its 34th annual Inc. 5000, an exclusive ranking of the nation's fastest-growing private companies. The list represents the most comprehensive look at the most important segment of the economy—America's independent entrepreneurs. Companies such as Yelp, Pandora, Timberland, Dell, Domino's Pizza, LinkedIn, Zillow, and many other well-known names gained early exposure as members of the Inc. 5000.

"It's a huge honor to be recognized by Inc. for the fourth year in a row as one of the fastest-growing private companies in the nation," said Steve Melchiorre, CEO of Converged Communication Systems. "We are very proud that our commitment to providing innovative and reliable services to our clients has once again earned us a spot on this exclusive list of successful businesses, and we look forward to continued growth."

Converged Communication Systems (CCS) is a nationwide provider of best-in-class IP Telephony solutions and support services for businesses of all sizes. Focusing on industry leading solutions, Converged Communication Systems provides complete telecommunication solutions to meet up simple or complex business needs. They specialize in a full range of solutions including traditional, IP, and hybrid telephone systems as well as SIP solutions, unified messaging and fax solutions.

The 2015 Inc. 5000, unveiled online at Inc.com and with the top 500 companies featured in the September issue of Inc. (available on newsstands August 18 to September 22) is the most competitive crop in the list's history. The average company on the list achieved a mind-boggling three-year growth of 490%. The Inc. 5000's aggregate revenue is \$205 billion, generating 647,000 jobs over the past three years. Complete results of the Inc. 5000, including company profiles and an interactive database that can be sorted by industry, region, and other criteria, can be found at www.inc.com/inc5000.

"The story of this year's Inc. 5000 is the story of great leadership. In an incredibly competitive business landscape, it takes something extraordinary to take your company to the top," says Inc. President and Editor-In-Chief Eric Schurenberg. "You have to remember that the average company on the Inc. 5000 grew nearly six-fold since 2012. Business owners don't achieve that kind of success by accident."

The annual Inc. 5000 event honoring all the companies on the list will be held from October 21 through 23, 2015 in Orlando. Speakers include some of the greatest entrepreneurs of this and past generations, such as Marcus Lemonis, host of the CNBC show "The Profit," Robert Herjavec, one of the main "sharks" on ABC-TV's "Shark Tank," KIND Founder and CEO Daniel Lubetzky, and Co-Founder of Goodshop.com JJ Ramberg.



Questions? Call Us Today!

Nationwide Service

(877) 598-3999

www.ConvergedSystems.com

Sales@ConvergedSystems.com



Converged Communication Systems (CCS), an IP Telephony / Unified Communications provider and BBB Accredited Business, has been delivering best-in-class solutions for its clients for over a decade. CCS has been recognized as a Channel Partners 360° Award winner, listed on the CRN Fast Growth 150 and named to Inc. 500|5000's list of fastest growing companies in America for the second year in a row. CCS offers a portfolio of cloud and premise solutions including IP telephony (VoIP/SIP), network services (MPLS/Fiber), collaboration/video, mobility, call centers, and more. Our team of IT experts works collaboratively leveraging our unparalleled \$2.5 Million Network Operations Center to provide world class service.

