LOUD & CLEAR

An IP Telephony / Unified Communications Newsletter for All Industries

SEASONS ARE CHANGING

As the seasons change, should your UC solution too?

AVAYA IP OFFICE R10 0

Learn more about IP Office R10.0 and its business benefits.

SAMSUNG VS APPLE

Which new mobile device is best for business?

Fiber Internet and your Business

What is Fiber Internet and what can it do for you?

CONVERGED
COMMUNICATION SYSTEMS

If your business doesn't have a Unified Communications solution, or it isn't current, now is a good time to review if a new UC solution is best for your business. Check out these 3 reasons it might be time to upgrade to a cohesive UC solution.

Your business is growing:
If your business is experiencing growth in any way, it's more than likely time to update your UC solution. With growth comes more customers, and with more customers comes a higher volume of contact. Employees need to be able to communicate with customers with ease so that customers stay happy and employees stay properly invested in client relationships. UC allows for collaboration among both colleagues and clients, so it's important to be able to have an "always there" solution that allows customer service to be the best that it can be. A Unified Communications solution also allows your business to communicate effectively.

FIED COMMUNICATIONS SOLUTION?

may be time to change your UC solution as the seasons change.

Your business lacks mobility:
In today's world, as the amount of remote workers continues rising, it is crucial for your business to have total mobility so that remote workers could access phone system features the same as on-site employees. Not only does this enable better customer service, but it also increases productivity and collaboration. With an up-to-date unified communications solution, your business can enjoy greater mobility, including the capability to both make and take calls on their PC, smartphone, or tablet from anywhere they may be at any time.

You want to save money on overall costs:
If your UC solution is outdated, it's crucial to your ROI that you take advantage of an updated solution that meets your business needs. Not only do you increase revenue by driving productivity, but you also cut on costs from a simplified user experience and ability to implement BYOD and more.

Where would your business be without the ability to communicate effectively? Any organization looking to grow and succeed needs to ensure its workers can collaborate effectively with each other and with current and prospective clients. If you're looking for a scalable, flexible phone system that will help your employees stay connected to colleagues and customers, you might want to consider Avaya IP Office.

Since its debut in the North American market in 2000, IP Office has established itself as a leading small to medium site PBX/IP telephony solution. Now, with the release of IP Office R10.0, the phone system offers better business continuity, even more collaboration capabilities, and a richer user experience, among other benefits.

Here are just some of the advantages of upgrading to IP Office R10.0 that you'll want to keep in mind if you're thinking about upgrading your company's phone system.

1. Enhanced collaboration abilities. IP Office R10.0 gives users access to a number of new and improved features that increase the capacity for collaboration:
    -Updated Web Collaboration Application (including remote desktop control when desktop   sharing)
    -H175 Video Collaboration Station
    -Better Avaya Communicator for Web integration
    -Enhancements for one-X portal and one-X Mobile Preferred
    -Web RTC Software Developers Kit

2. Expanded capacity. R10.0 allows for as many as 150 nodes and 3,000 users. Additionally, the new release has more scalability in terms of hunt groups, soft consoles, UC users, music-on-hold sources, button modules, intercom group paging, and centralized and personalized directories.

3. Avaya one-X Portal improvements. Businesses that upgrade to R10.0 can leverage new capabilities for one-X Portal, which include the following:
-A secondary/backup connection for resiliency
-Multi-party/group chat for one-X Mobile Preferred
-SoftConsole enhancements (e.g., presence support in the directory where users can IM others)
-one-X Mobile application ad-hoc conference support
-Avaya Communicator for Web Single Sign-On for IP Office, Google+, Salesforce, and Office 365
-Only an Office Worker or Power User license required for Communicator for Web

4. New IP Office Contact Center features. IPOCC 9.1.6 is supported by R10.0 and offers features such as more granular metrics, greater potential for customization, more manageable reports, Avaya Contact Center Wallboard integration, and more.

5. User synchronization and LDAP integration enhancements. R10.0 builds on the user synchronization capabilities introduced by IP Office R.9.1 by offering more optional user synchronization fields (such as login code, twinned mobile number, group membership, and voicemail code), connect to directory services modifications (e.g., preserved connection settings if a test connection fails), and better LDAP job options (such as being able to modify and delete jobs from the "View Scheduled Jobs" page).

If you'd like to learn more about IP Office R10.0, our expert team at Converged Communication Systems can answer your questions and help you decide if the solution is right for your business.

Give us a call at 855-599-9990 or email sales@convergedsystems.com for more information.

SAMSUNG
Galaxy S7

SPECS:

- Display: 5.1" and 5.5" on Edge
- IP68 water and dust proofing
- Front Camera: 5 MP
- Rear Camera: 12.2 MP
- Battery:
    S7: 3,000 mAh
    S7 Edge: 3,600 mAh

WHO SHOULD GET IT:

For those looking for a long lasting phone with the ability to add memory, the S7 is for you. If you need a bigger display, the S7 Edge boasts a 5.5" screen with a resolution of 1440 x 2560 pixels at 534 pixels per inch. The Galaxy S7 is also a better option for business people that are on the go and need a phone battery that lasts. These phone models are also IP68 water and dust proof and easy to use. Overall, this is the most functional option for the biggest techies out there. The S7 is just the right amount of functional while remaining slim and sleek.

iPhone

WHO SHOULD GET IT:

For the visionaries and artists, iPhone is definitely the route to go. The new iPhone 7 and 7 Plus are IP67 waster and dust proof, while they boast a 7MP front camera perfect for video calling/conferencing and a 12 MP rear camera with the plus model having both telephoto and wide angle lenses. The battery life is far better than the previous models and is sure to impress previous and current iPhone users alike. The display is retina and the headphone jack has been removed. Both lightning jack headphones and a lighting to headphone jack adapter are included

SPECS:

- Display: 4.7" and 5.5" on Plus
- IP67 water and dust proofing
- Front Camera: 7 MP
- Rear Camera: 12 MP With Telephoto and Wide Angle on Plus
- Battery:
7: 1,960 mAh
7 Plus: 2,900 mAh

Many businesses have began making the switch to fiber internet. If you're not familiar with what exactly fiber internet is, it is currently the fastest internet connection available. The technology uses glass to transmit information at the speed of light. It is capable of transporting much larger amounts of information at a much faster rate than most standard internet options.

Though the more initially expensive option, fiber internet has many benefits. Check out these 5 benefits fiber internet can have for your business:

It's faster:

There is no question that fiber internet is the fastest option on the market as far as business internet goes. Fiber internet can be up to 25x faster than cable or DSL, and the connection is clean and consistent. This provides the ability to increase business productivity and decrease downtime as connections are fast and there is no need to worry about a slow connection stunting productivity.

It's more reliable:

Just as the speed of fiber internet increases productivity and decreases downtime, fiber internet is more reliable which also decreases downtime. Fiber is also much stronger than copper, which gives the advantage of it not rotting or being vulnerable to weather and other outside factors that may disrupt the connection. Fiber is very resistant in all conditions until physically cut, so it is reliable and saves businesses from unplanned downtime. If your business relies on its internet connection, reliability is a major key.

Higher bandwidth availability:
For businesses that are in need for high amounts of data transmission, it can be very easy to eat up all your bandwidth fairly quickly. Though fiber connectivity does not allow for unlimited bandwidth, it does allow for much higher bandwidth while not decreasing speed even when the network is going through times of peak demands. If you have low bandwidth availability you will typically experience slowed down speeds and pixelated content. If you are currently utilizing services like SIP trunking, video conferencing, file sharing, or video streaming, you more than likely require a high amount of bandwidth availability. Fiber internet is the way to go for people using these types of feature rich applications.

It's more secure:
One of the greatest benefits of a fiber internet connection is that it is the most secure. Cable and wireless internet are very easy for hackers to hack into, while the only way to tap into fiber-optic internet connections is to legitimately cut into the fibers, which would cause the connection to disappear anyway. Cyber crime is on the rise, so a good prevention method is to switch to fiber internet.

There are higher cost savings:
Even though fiber internet is the most expensive internet option initially, the amount of money that it saves your business from decreasing unexpected downtime and the risk of cyber attacks far outweighs the cost of the initial cost to make the switch.

Questions?
Call Us Today!

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