

LOUD & CLEAR

An IP Telephony / Unified Communications Newsletter for All Industries

All you can SIP

Learn about the benefits of SIP technology

Spring Cleaning: Upgrade your Phones

Out with the old and in with the new

WHAT IS FIBER INTERNET?

See why Fiber Internet is a hot topic

CCS Back at it Again

CCS wins Channel Partners 360 Award for 4th time



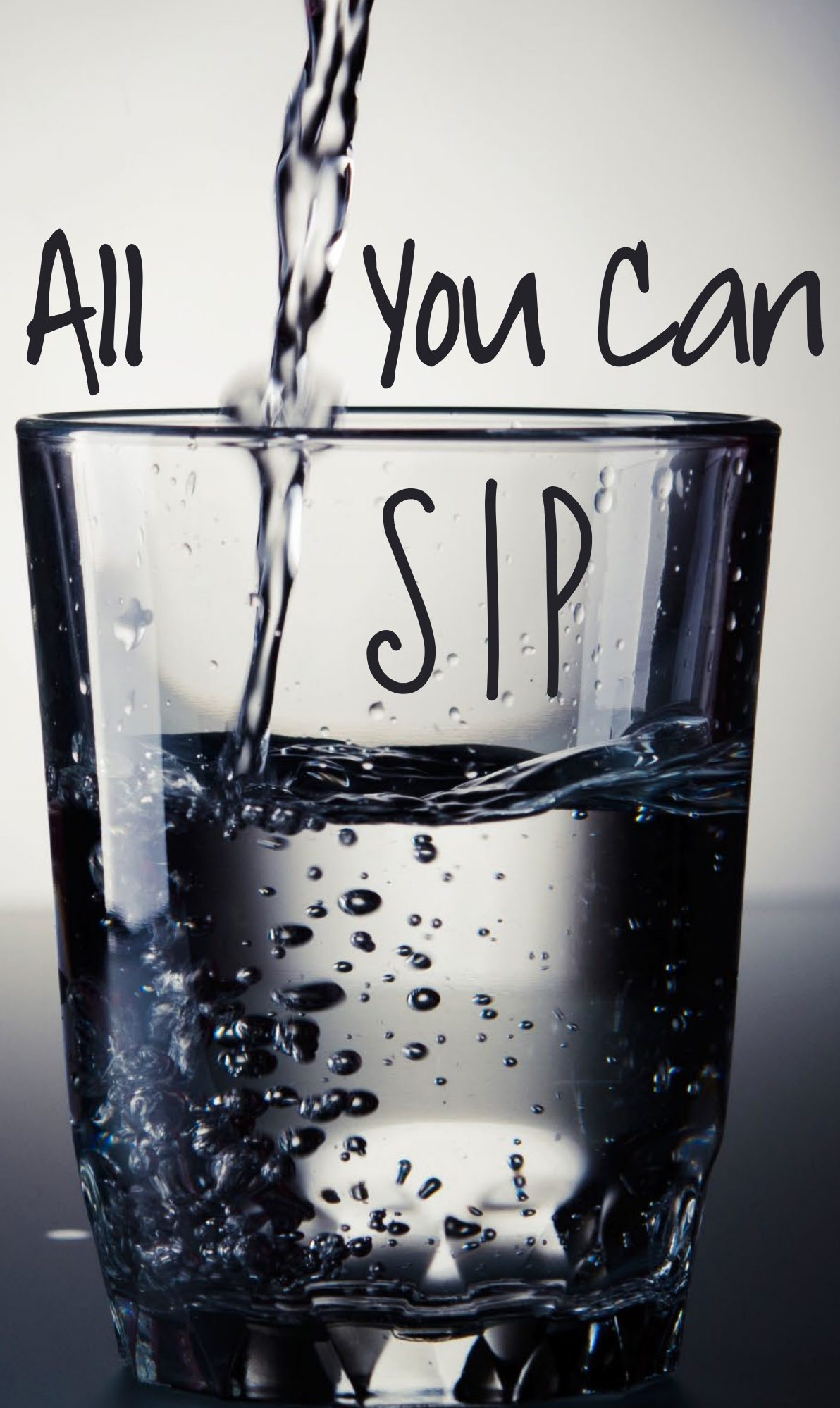
SIP (Session Initiation Protocol) technology is becoming increasingly popular for businesses to use. SIP is an open signaling protocol that is utilized in the creation, management, and termination of sessions within an IP based network. Communications established via SIP range from voice to instant messaging and occur on devices like laptops, tablets, IP phones, and more.

A few other benefits of SIP include its ability to support features such as the following:

- Call Forwarding
- Time-of-day Routing
- Personal Mobility

SIP solutions are also easy to customize and program so that your business can build up to meet needs and requirements.

If you currently have POTS (Plain Old Telephone Service) or PRI (Primary Rate Interface), your business can upgrade to SIP technologies so that your business can more dynamically leverage your internet circuit since it bursts to what you need. Not only does SIP increase your geography by allowing your business to capture out of city and state phone numbers, but it also allows for easy communication on a mobile device through a simple application or portal. SIP is also easier to debug since the messages are easy to construct, all while maintaining the capability of features similar to an extremely complex traditional PBX.



A blue plastic bucket filled with soapy water and a blue cloth is shown. The text is overlaid on the bucket's surface.

Spring Cleaning:
Is it time to clean up
your phone system?

Tis the season for spring cleaning, and it does not stop at your residence. To keep your business fresh and your goals and progress clear, it is important to reflect on whether or not your communications solutions and phone system are in need of a clean up. Here are 3 questions to ask yourself to determine if your phone system needs a spring cleaning:

How much work is it?

If your phone system maintenance is taking up more time than you can handle, then it is time to do a clean up and decide what the next move for your business should be. It is always good to reevaluate as your business progresses, as technology becomes outdated and business goals change.

Has my organization grown?

If your business or organization has grown dramatically or if you predict rapid growth in the near future, you should consider cleaning and upgrading your communications solutions so that you do not run into an issue of poor flexibility and lack of tools and applications for your employees.

Are my employees often on the road?

If your workforce has become primarily remote or is consistently traveling or working from home, it is wise to consider upgrading your current solutions to a unified communications solution. This allows for increased collaboration and productivity, as employees on the go have immediate access to important customer data and applications.

If you answered yes to any of the above questions, let CCS know so we can help you with your spring cleaning!

FIBER INTERNET: ARE YOU IN THE KNOW?

WHAT IS FIBER INTERNET?

FIBER OPTIC COMMUNICATION IS EXACTLY AS ONE WOULD ASSUME. IT IS COMMUNICATION THAT IS TRANSMITTED OVER FIBER OPTIC CABLES. THOUGH FIRST INTRODUCED IN THE 1970S, FIBER INTERNET HAS MORE RECENTLY STARTED TO BECOME POPULARIZED AND IS SLOWLY BUT SURELY BECOMING THE INDUSTRY STANDARD FOR TRANSMISSION OF INTERNET CONNECTIONS. THERE ARE A VARIETY OF DIFFERENT TRANSMISSION CABLE MEDIUMS, AND EACH THOUGH EACH HAS ITS BENEFITS, INTERNET OVER FIBER IS PROVEN TO BE THE MOST BENEFICIAL. OTHER TRANSMISSION CABLES INCLUDE COAXIAL, COPPER, AND OF COURSE NO CABLE (WIRELESS CONNECTIONS). TRANSMITTING A CONNECTION VIA A FIBER OPTIC CABLE ALLOWS FOR EXTREME SPEED AND HIGH QUALITY. COPPER WIRING IS MORE SUSCEPTIBLE TO CORROSION AND THE NEED OF BEING REPLACED, WHEREAS FIBER IS OF MORE RELIABLE QUALITY.

HOW DOES IT WORK?

INFORMATION IS TRANSMITTED VIA PULSES OF LIGHT OVER AN OPTICAL FIBER. THESE PULSES OF LIGHT THEN CREATE A WAVE THAT CARRIES DATA AND INFORMATION. FIBER OPTIC CABLES ARE COMPRISED OF VERY THIN STRANDS OF GLASS COVERED IN A "JACKET" FOR ADDED PROTECTION. FIBER OPTIC CABLES CAN ALSO BE MADE FROM PLASTIC. THE SPEED OF WHICH FIBER OPTIC COMMUNICATION TRAVELS LITERALLY RUNS AT THE SPEED OF LIGHT AS TRANSMISSION IS MADE VIA LIGHT.

WHAT ARE THE BENEFITS?

FASTER SPEEDS OVER LONGER DISTANCES: NOT ONLY IS THE SPEED OF FIBER APPROXIMATELY 100 TIMES FASTER THAN AVERAGE INTERNET SERVICE, BUT IT CAN ALSO TRAVEL OVER GREATER DISTANCE IN FASTER TIME.

INCREASED SECURITY: SINCE FIBER INTERNET IS EXCLUSIVE TO THE BUSINESS THAT USES IT, IT IS FAR MORE SECURE THAN OTHER INTERNET OPTIONS.

INCREASE IN BANDWIDTH: TECHNOLOGIES ASIDE FROM FIBER OFTEN LIMIT YOUR BUSINESS IN THE WAY OF BANDWIDTH CAPABILITIES. THESE CABLES WERE INITIALLY DESIGNED TO TRANSMIT VOICE, WHEREAS FIBER WAS DESIGNED AROUND TRANSMITTING BOTH VOICE AND INTERNET.

MORE RELIABLE: A COPPER CABLE-BASED INTERNET IS MORE LIKELY TO CAUSE OUTAGES THAN FIBER. THINGS LIKE SEVERE WEATHER OR FLUCTUATIONS IN TEMPERATURE CAN CAUSE A CONNECTIVITY OUTAGE IF USING COPPER. COPPER IS ALSO MORE LIKELY TO BE A FIRE HAZARD AND CAN EXPERIENCE INTERFERENCE FROM OTHER ELECTRONIC SIGNALS. FIBER IS LESS LIKELY TO EXPERIENCE DAMAGE FROM THESE HAPPENINGS, THUS MAKING IT MORE RELIABLE.

COST: THIS MAY SEEM SURPRISING SINCE FIBER INTERNET IS ACTUALLY KNOWN TO BE THE MOST EXPENSIVE INTERNET CONNECTION. BUT IN THE END, INVESTING IN FIBER WILL COST LESS LONG TERM BECAUSE FIBER IS MORE DURABLE, CHEAPER TO MAINTAIN, AND REQUIRES FAR LESS HARDWARE. A COPPER CONNECTION WOULD HAVE TO CONSISTENTLY BE MAINTAINED AND REPLACED.

CCS Wins Channel Partners 360° Award



Converged Communication Systems honored with 2016 Channel Partners 360° Award

Converged Communication Systems (CCS) has been selected as a winner of the 2016 Channel Partners 360° Business Value Awards by Channel Partners magazine, a resource for indirect sales channels offering IT and telecom systems and services.

Twenty five winners were honored during an awards ceremony on March 16 at the Spring 2016 Channel Partners Conference & Expo in Las Vegas. These winners will be featured on a Channel Partners Immersion Center.

“The response to the third year of the Channel Partners 360° awards was overwhelmingly positive,” said Art Wittmann, content director of Channel Partners. “Unlike other programs that honor size and sales, this program recognizes the business value that partners are providing to their customers from holistic systems and services.”

CCS delivers high-quality IP telephony solutions/unified communications solutions and support services to businesses of all sizes across the country. The company provides complete telecommunications solutions including traditional, IP, and hybrid telephone systems, in addition to fax solutions, SIP solutions, and unified messaging. CCS also offers proactive support and maintenance services to clients nationwide.

“It’s a huge honor to receive the Channel Partners 360° award once again,” said Steve Melchiorre, CEO of Converged Communication Systems. “We’re very glad to receive recognition for the business value that we provide to our clients, and we will keep working hard to provide high-quality managed IT support services and communications solutions.”

Companies completed a Channel Partners 360° application that asked them to demonstrate how they are addressing the convergence of IT and telecom services and how they are creating business value for their customers.

Channel Partners editors evaluated and scored all applications to determine the Top 25 candidates that exemplify the Channel Partners 360° vision.

Questions? Call Us Today!

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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.

