



SERVICE COMMUNICATIONS INC.

Voice • Data • Security • Cabling

We Bring Technologies Together

VOICE

SCI delivers integrated voice solutions, including Unified Messaging, IP Telephony, traditional TDM, Key, PBX systems and Call Center products. We offer a full line of IP based products including the full line of Nortel telephony products for small single-site businesses to large campus/multi-site deployments. As a certified Premium Advantage Partner, SCI can provide the entire telephony product line including:

- **Norstar ICS** – the traditional TDM phone system
- **BCM 50, 200, 400 & 450** – hybrid TDM/IP systems for small offices or retail supporting from 2-300 users
- **SCS 500** – the latest SIP based communication server supporting from 30-1,000 users
- **CS1000** – a server-based, full-featured IP PBX, providing the benefits of a converged network plus advanced applications and over 750 world-class telephony features
- **Call Pilot Unified Messaging** – combines voicemail, fax and e-mail into a single location that can be accessed from anywhere, over the Internet or by telephone, for larger customers with more complex needs
- **Contact Center** – fully integrated suite of contact center solutions, offering a full range of functionality covering inbound and outbound voice, multi-media (e-mail, text chat, video) and computer-telephony integration (CTI)
- **IVR (BCM, MPS500, MPS1000)** – full suite of Interactive Voice Response systems, providing a wide range of effective, innovative capabilities that make IVR an ideal platform for businesses that are implementing self-service applications
- **Unified Communications using Microsoft Office Communications Server** – voice and data communications converge - streamlining communications from within frequently used applications on a personal computer or mobile device, in any location, for increased productivity and ease of use.

OUR SERVICES

PROFESSIONAL SERVICES

- Site surveys
- System design
- Network design
- Project planning and execution
- Scheduling and timeline management
- Procurement
- Asset management

CUSTOMER SERVICE

- Help Desk-24 hours a day, 7 days a week
- Maintenance, monitoring & diagnostics

PARTNERS

Nortel: www.nortel.com

Microsoft: www.microsoft.com

CERTIFICATIONS

Nortel Premium Advantage Partner

Microsoft Gold Certified Partner

Registered BICSI member with RCDD's on staff