HOSTED SOLUTIONS. Most folks think of them as solving specific issues, foremost among which are access from multiple sites. That is certainly true--an individual's ability to log in from home, the office or any other place is the fundamental concept to joining together people at multiple locations. Thus, connectivity is the fundamental of hosted solutions.

That is but the beginning of the technology. As you might guess, different providers have different variations on the theme. Our viewpoint is colored by years of experience. This is how we see it.

SERVICES. The common wisdom is that hosted solutions provide little more than the ability to send calls to different (multiple location) phones and provide the ability to send voice mail to email. Moreover, once the customer adds an auto attendant, most offerings have hit their ceilings. Other services/capabilities may not exist. How about e-fax? Would you like your receptionist to be able to determine who is available or who is on the telephone? How fancy would you like to get? Perhaps control it on a PC? Is paging possible? How about call queing, to hold a caller with a message while he/she is waiting.? Some users become so impressed by "saving money" and "no maintenance" that they overlook some essential elements of their own needs.

We have options to provide all of those services, and more. The art is to determine what you truly need and to put together a package that meets those needs. We begin by determining which features and functions are important to your operation, whether those functions are sufficiently important to justify an investment in them, and whether the administrative functions surrounding them are compatible with your interface needs.

INTERFACE. Usually overlooked, this becomes the fundamental of usage to the individual. The question is this: How do you balance system complexity with user interface? If the system needs are complex, the programming interface will be complex. Somebody has to administer it, and believe us, it is a rare client who has IT people with enough time on their hands to add telephony to their workload. More importantly, the normal user benefits most from a simple interface. The more complex it is, the harder it is to learn and the less it will be used. Do you doubt us? Just walk around your office and ask how many people know how to make a simple conference call.

TWISTED PAIR - SOLUTIONS FOR 30 YEARS. We think that nobody else will discuss with you your real needs (versus exciting technologies) or the real need to balance the system function with the user interface. We doubt they understand the difficulty a normal business has in maintaining a telephone system, even with a good GUI. Why do we know? 30 years of telephony and 30 years of being in business, where owners interface with customers.

We look forward to working with you.