

- ▶ NEW PARTNERSHIP WITH XIOTECH CORPORATION . . . 1
- ▶ FEATURED PRODUCT: MAXCHAT 2
- ▶ ALTI GEN UPDATE AVAILABLE 2
- ▶ MEET OUR CLIENTS MDP PARISH 2
- ▶ VOIP: ONE OF THE "GREENEST" SOLUTIONS . . . 3
- ▶ MEET OUR EMPLOYEES KENNY BESWICK 3
- ▶ TECHTALK 4

SRMS

network technologies

DELIVERING TODAY'S BUSINESS SOLUTIONS

SRMS AND XIOTECH FORM A NEW PARTNERSHIP

SRMS is excited to announce a new relationship with Xiotech Corporation. Xiotech is one of the largest privately owned data storage companies in the world. With the recent launch of their new Intelligent Storage Application: Virtualization Performance Pack they are able to reduce the risk and cycle time associated with managing storage in a virtual environment. Xiotech's Intelligent Storage Element (ISE) Technology can do more work in less space and offers unbelievable performance. With this new partnership SRMS has the ability to assist businesses in implementing Xiotech storage solutions, optimizing storage capabilities while leveraging investments. ISE technology enables you to meet your capacity and performance

needs with far fewer disks, lowering your power and cooling costs while taking less space in your data center. With a significantly longer life expectancy, fewer disks required means fewer end up in landfills, equating to less energy and resources being needed to transport them, a benefit to both you and the environment. Xiotech's current Save the Racks promotion puts \$1,000 for each terabyte of your old enterprise disks toward the purchase of a new ISE-based system, even more reason to choose Xiotech storage solutions for your business.



IN AN EFFORT TO EDUCATE CONSUMERS ON THE BENEFITS AND IMPORTANCE OF ENVIRONMENTAL SUSTAINABILITY AND HOW YOUR COMPANY CAN TAKE STEPS TOWARDS BECOMING GREEN, SRMS HAS DESIGNED THIS NEWSLETTER WITH THE THEME OF "GREEN" BUSINESS IN MIND. THROUGHOUT THIS EDITION OF OUR NEWSLETTER YOU WILL FIND ARTICLES INTRODUCING SOME OF OUR FEATURED PRODUCTS AND EXPLAINING THE GREEN TECHNOLOGY BEHIND THEM. THE THEME OF ENVIRONMENTAL SUSTAINABILITY GOES HAND-IN-HAND WITH COST REDUCTION AS ALL OF OUR FEATURED PRODUCTS HAVE BEEN PROVEN TO CUT COMPANY COSTS AND EXPENSES. IF YOU'RE INTERESTED IN LEARNING MORE ABOUT ANY OF OUR FEATURED PRODUCTS, CONTACT YOUR SRMS SALES REPRESENTATIVE TODAY AT SALES@SRMSTECHNOLOGIES.COM!

Meet Our Clients:

Mother of Divine Providence Parish



Mother of Divine Providence Parish, based in King of Prussia, Pennsylvania, has been an SRMS client for 6 years. MDP Parish utilizes the AltiGen VoIP phone system in both their church and school offices. With the assistance of SRMS, MDP Parish has become one of the most technologically advanced parishes in the Philadelphia Archdiocese. Aside from the AltiGen phone system, MDP has also implemented the SRMS Web Filter, a Barracuda product. MDP Parish also relies on SRMS for Network Security Management. SRMS values their relationship with MDP and will remain strongly committed to providing resources and assistance to the Parish whenever needed.

NOVEMBER FEATURE PRODUCT: MAXCHAT

MaxChat is a fully integrated PBX instant messaging client. With MaxChat you can easily send and receive instant messages through your LAN or VPN. MaxChat includes features that make it easy to find information regarding other PBX users, showing whether or not they are out of the office or on the phone as well as whether or not they are logged into MaxChat. The ease-of-access tools available with MaxChat allow you to set up a customizable 'Favorites List' to keep your contacts grouped by company, department, or status as well as keep a detailed history of your conversations. Additionally, MaxChat allows you to send one message to an entire group simultaneously, encrypting every file you send to ensure privacy. MaxChat is both a useful and convenient addition to your PBX system and has been proven to increase employee productivity. If you would like more information on MaxChat contact your SRMS sales representative today at Sales@SRMSTechnologies.com.

ALTIGEN UPDATE AVAILABLE

AltiGen QuickFix 6.5.1.514 for 6.5 (514QuickFix)

AltiGen Communications, Inc. the leading provider of integrated Microsoft based Unified Communications solutions, announced the availability of QuickFix 6.5.1.514 for MaxCommunications Server 6.5 VoIP Unified Communications platform. This most recent AltiWare version 514 offers several new enhancements for the AltiGen system including the support of:

- * Polycom IP Phone
- * MaxMobile for Blackberry
- * Paetec SIP Trunk
- * MaxCommunicator and MaxAgent localization
- * ASR for Fiserv

Several issues have been addressed with the 514QuickFix Update including:

- No rings and loss of voice on initial calls
- Reports of no ring-back on outbound calls
- Dropped calls
- .NET framework error
- Other fixes included in the ReadMe file

The system requirements necessary for installing the 514QuickFix Update are as follows:

- Update can ONLY be applied to 6.5 Update1 Server
- Firmware must be in 2x92 or above (2x94 is also now available offering several more fixes for IP phones)

VoIP: ONE OF THE "GREENEST" SOLUTIONS

Is your company taking part in the Green Initiative? 'Going Green', a phrase that has recently become a sort of phenomenon has been quickly taking the business world by storm. Each day companies look for alternative "green" ways of doing business, switching out their old wasteful products for new environmentally friendly solutions. Aside from the environmental benefits of going green this move towards complete energy efficiency saves companies more and more money each year. The opportunity to cut costs and increase business efficiency has become limitless.

One of the products that has saved businesses countless amounts of money while optimizing employee productivity is the VoIP Phone system. A growing trend of businesses today is having "virtual" offices with no physical office location and all employees working remotely. With the advanced features of the VoIP phone system the hassles of having a virtual office are eliminated as remote employees can be monitored efficiently. Some of the employee management tools included in the AltiGen complete business telephone system are: Call Recording

and Management, AltiReports, Historical Call Reporting, Real-time performance reporting, statistical data reports used to measure and manage quality of service, and more. The ground-breaking technology of the AltiGen VoIP phone system makes it easy for businesses to allow employees to work remotely while still maintaining the ability to monitor their daily activities. The use of remote employees can help businesses cut costs in numerous ways, including eliminating office expenses as well as office energy costs. The amount of paper waste is reduced as documents are sent electronically to remote employees. By using remote employees costs can be reduced in almost all areas of business and with the addition of the VoIP phone system employee productivity can only be positively affected. Join the green movement today and find out more about how SRMS and the AltiGen phone system can help your company to greatly reduce business expenses while saving the environment.

Meet Our Employees:

Kenny Beswick

Meet Kenny Beswick, an IT Technician here at SRMS Technologies. Kenny started with SRMS this past May after his recent graduation from Shippensburg University of Pennsylvania where he majored in Management Information Systems. Although this is his first job in the area of IT, his management experience gained from previous jobs has been beneficial to Kenny as he learned the in's and out's of becoming an IT Technician. Working at SRMS is a perfect fit for Kenny since he has always enjoyed working with computers and being able to resolve issues. Kenny deals with troubleshooting for clients while in the office and phone system installations while traveling, which is his favorite part of the job as he enjoys being able to see different parts of the country while assisting clients. Outside of his work at SRMS Kenny enjoys playing sports and is part of both a recreational softball league as well as a flag football league.



Tech talk

Q:

“Hey guys! I know Auto Attendant can be a really useful feature of my phone system but what exactly are all the capabilities of the Auto Attendant feature?”

A:

Thanks, that’s a great question! Auto Attendant is an extremely useful tool with many capabilities:

- The Auto Attendant (AA) feature provides quick and courteous processing of all incoming calls. An AA can be configured to serve as a primary attendant or as a backup to a receptionist. In a call-heavy environment the AA can greatly reduce the number of calls that need to be handled by the operator.
- You can set up to 255 different AAs.

AA features include:

- Multiple levels of tree structure.
- Repeat current level or jump to a specific level.
- Transfer call to extension, workgroup, hunt group, or operator.
- Dial by Name—allows a caller who does not know the extension number to spell the name using the telephone key pad. The system will search the Directory and make a match on the name to connect the caller to the intended party’s extension.
- Name Directory Service—allows callers to hear a list of employees and their extension numbers.
- Records a voice mail message to a specific mail box.
- Allows employees to call into the system and access voicemail from an external location.
- Collects caller input data, for example, account code, ID, and so on.



Remember, planning for your Auto Attendant is essential:

Before you configure tasks for one or more AAs, you should plan the entire setup. Decide how many options you will provide at each menu and how many menu levels you will use. Based on the action choices in each menu, write down the appropriate prompts or phrases that are to be played at each menu level. Record phrases for each menu level or use the pre-recorded phrases that are available to you. As always, let us know if you need help.

If you have any questions, comments or concerns or would like more information about SRMS Network Technologies please feel free to contact Angela Cristello at Angela.Cristello@SRMSTechnologies.com