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SRMS

network technologies

DELIVERING TODAY'S BUSINESS SOLUTIONS

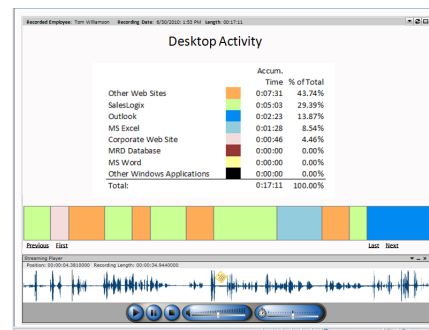
Is Your Organization Aiming to Maintain Regulatory Compliance and Improve the Quality of Customer Interactions While Reducing Expenses?

SRMS is now offering a comprehensive recording and performance management solution to improve contact center performance for VoIP PBX phone systems. Encore Enterprise is a powerful screen and voice call recording and performance management system. With Encore in your contact center, you can monitor, log, review, retrieve, evaluate, organize and catalog voice and data in a simple-to-use Windows environment. Some of the Encore Enterprise features include:

Comprehensive Screen and Voice Recording- Whether you need 100% recording or selective, Encore records the conversations and desktop activity that takes place during a call and stores those files, along with any associated data captured from the phone switch and desktop applications, into libraries which can be further segmented into "play lists" for quick retrieval and review. Recordings are accessible based upon user-defined permissions and privileges. Encore's easy-to-use "iTunes" type player allows evaluators to skip ahead and even tag certain sections within a call for efficient review.

Encryption- Protect your customers' sensitive data and comply with the latest state, federal and industry regulations using Encore. Encore encrypts or permanently removes social security numbers, credit card numbers, credit card validation codes or values, etc., using industry standard algorithms and secure protocols. Encore's role-based access and audit trails all help assure data security compliance.

Customizable Agent Scorecard- Evaluators or supervisors can build and modify custom scorecards to include only the KPIs that they want their agents measured against, such as the goals of the organization. Choose from several different question types, including a pick list (multiple choice), fill-in-the-blank, grading scales or yes/no. Comment areas are available for each question or for the entire evaluation.



Increase Efficiency and Drive Savings by Building a Green IT Infrastructure with **Virtualization**

Energy consumption continues to remain a critical issue for IT organizations with most data centers spending as much on energy (power and cooling) as they do on hardware infrastructure. With VMware, which allows you to convert one physical machine into many virtual servers, you can bring greater efficiency and lower costs for energy, equipment, and server administration. Each virtual server functions as a full physical server, applications run exactly the same as if they were on a standalone machine. Servers can be placed on standby while not in use and instantly brought back online when needed.

Virtualization provides tremendous energy benefits and a lifeline to datacenters that are running low on capacity and high on power and cooling costs. Leveraging innovations in virtualization technology, VMware infrastructure provides increased IT flexibility, reliability and availability, and frees datacenters from the shortcomings of a static, physical IT infrastructure. Businesses now have the ability to create virtualized, dynamic IT environments that are cost and energy efficient and support the green movement in a significant way.

Employee Spotlight:
Jim Basler



Meet Jim Basler, a technical engineer at SRMS. Jim, the newest member of the SRMS team, started in April 2011 after working as a Senior Field Engineer at Broadview Networks for the past 8 years. Jim's previous experience and knowledge in the IT field led him to pursue a career at SRMS where he is responsible for the installation and support of VoIP Phone Systems, servers, network peripherals, and software packages. When Jim isn't hard at work installing phone systems or troubleshooting important issues for clients he can be found either spending time with his kids and wife, Debbie, playing the guitar, or cheering on his favorite Philly sports teams.

Is your organization e911 Compliant?

More and more organizations have been enjoying the convenience of portable interconnected VoIP services which enable employees to take their business phone service almost anywhere. With the ability to use interconnected VoIP services from virtually any Internet connection, comes the problem of not being able to automatically determine the location of the caller. The FCC has taken action to make sure that emergency calls from these VoIP services get through to the appropriate public safety authorities, but there are certain things that consumers need to know. When you call 911 from a traditional telephone, the call in most cases is sent to a Public Safety Answering Point (PSAP) that is responsible for helping people in a particular geographic area or community. PSAP personnel often can automatically identify your location and direct the closest emergency personnel to that location. They can often automatically identify

your telephone number so that they can call you back if you are disconnected. Because VoIP service works differently from traditional phone service, consumers who use it should be aware that VoIP 911 service may work differently from traditional 911 service. The FCC is requiring that all businesses operating a multi-line telephone system inside one or multiple buildings, buildings that share a single address, or are more than 40,000 sq ft in size, to install all necessary equipment and software to provide building, floor, and room number info to their local PSAP which can localize a 911 caller to an area no greater than 7000 square feet. In you are unsure as to whether or not your organization is e911 compliant contact SRMS as soon as possible to schedule a free VoIP phone system evaluation. We will ensure your phone system is compliant with all of the FCC regulation's in your state.

Highlights From Our Recent Email Campaigns

SRMS Referral Rewards Program; Effective August 25th 2011 SRMS is offering a client referral rewards program. Clients can submit a prospect's name and contact information using our online referral form. If the prospect leads to a sale we will reward the referring client with points, which can be redeemed for gift cards or discounts on new or existing SRMS invoices. To find out more about the SRMS Referral Rewards program, and to access to our online referral form please visit our website at www.srmstechnologies.com/referral.

GO GREEN! SRMS is offering paperless invoices: To receive paperless invoices please send the email addresses of those who should be receiving SRMS invoices for your organization to angela.cristello@srmstechnologies.com and you will be enrolled.

SRMS Client Satisfaction and IT Initiatives Survey: Since our clients are the most important part of SRMS we want to make sure we're exceeding your expectations and if we're not, how we could do better. We also like to stay on top of your IT initiatives and would like to hear your company's plans for the upcoming year so that we can continue to offer you optimal service and support in every way possible. Help us help you by taking our Client Satisfaction and IT Initiatives Survey. Our survey can be found at www.srmstechnologies.com/survey.



Tech talk

This section of the newsletter is dedicated to answering some of the more prevalent technical questions we receive via our SRMS Trouble Ticket system. The Trouble Ticket system can be accessed via our website at SRMSTechnologies.com, and is the best way to ensure your issue is addressed with the attention it deserves.

Q:

"Hey Guys! I was wondering if you could explain how RAID works with the hard drives in Altigen servers and what each of the 3 colors on the physical drives represent?"

A:

Good question! Well, the Altigen server has a RAID 1-1 with 1 hot spare style configuration. This means that data is written identically to multiple disks which in our case is 2. There is also a third drive that is not in use at all in case one of the 2 other drives fails. The array, which is the arrangement of the drives, continues to operate as long as at least one drive is functioning. This works because 2 functioning drives are always identical; basically if one fails the system will shut that drive off and the working drive start copying itself to the hot spare. The bad drive can then be taken out (while the system is still up) and replaced with a new drive that will sit and wait until needed.

To answer your second question, the Altigen drives have 3 colors to represent their status. The first color is green, this means the drive is in use and is identical to the other drive displaying green. The second color is amber, this means the drive is not in use and will turn green if one of the other drives fails. The third color is red, this means the drive has detected an issue and needs to be replaced.



If you have a question you'd like to submit for future Tech Talk topics please email your question to info@srmstechnologies.com.

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



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