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SRMS

network technologies
DELIVERING TODAY'S BUSINESS SOLUTIONS

SRMS and Open Solutions: Deployment of AltiGen VoIP Solution at NRL FCU Completed in Record Time

Since 1946 NRL Federal Credit Union, a Washington D.C. based financial cooperative, has been serving the Naval Research Laboratory community in the Washington D.C. and Maryland areas. With three locations, over 20,000 members, and \$454 million in assets, NRLFCU is dedicated to satisfying their members' financial needs through excellence in service now and in the future. When NRLFCU decided they needed to streamline communications to improve the performance of their call centers, they turned to Open Solutions. NRLFCU was seeking a user-friendly phone system that would keep their members happy while allowing their employees to work more efficiently both on site and remotely. Open Solutions, along with SRMS, was able to implement a reliable, efficient VoIP solution tailored to include all of the features NRLFCU was looking for in a phone system. Open Solutions and SRMS coordinated deployment

of all required equipment for the installation and, in less than four weeks, record-breaking time for deployment of any VoIP solution, SRMS was able to complete the entire installation. In total SRMS installed 111 VoIP phones as well as four iFusions systems: AltiGen's complete mobility solution and first ever iPhone docking station for business which are all seamlessly connected via VoIP, for each of their three locations. With the deployment of the SRMS VoIP Solution, NRL Federal Credit Union has dramatically slashed long distance charges using their internal data network rather than local and long distance telephone companies for inter-branch calling. They have also improved the performance of their call centers at each of their three locations.

5 Signs Your Network or Server Needs an Upgrade...

Unfortunately, computer systems don't last forever. As your business grows and as time goes by, your computer system's network can become a ticking time bomb. If indicators of an approaching system failure are overlooked, your company could be faced with an explosive liability.

Whether you need to add more memory to your server, or you need a complete system upgrade, it is important to pay attention to the signs that your system's network needs to be updated. Below are a few of the signs we felt were the most important to look for when determining whether or not your system could use some attention.

1. **Your server has noticeably slowed down-** hardware performance degrades as it approaches capacity. If your disk and CPU usage are at about 80% we recommend implementing a network upgrade to continue operating at full functionality. Slow servers can dramatically halt employee productivity which can end up becoming a costly expense.

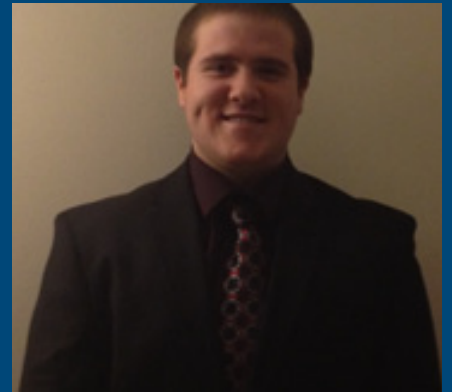
2. **Your equipment is noisy-** as fan drives and hard drives age their components may collect debris that slowly hinder a fan's ability to maintain proper airflow therefore causing the hardware's temperature to rise above it's optimal operating temperature range. As a result, the fans go into overdrive which subsequently increases noise level. If this happens it's typically a good indicator that hardware failure is just around the corner.

3. **Your network crashed or constantly requires troubleshooting-** information technology has matured to the point where a properly configured network should run stable with minimal, if any, unscheduled maintenance needed. If employees are spending more time on network trouble shooting and having difficulties accessing the network due to downtime or service interruption it is usually a red flag that you need more bandwidth and redundancy.

4. **Your hardware is out of warranty or is no longer being supported by it's manufacturer-** hardware manufacturers typically support their products with new driver releases, firmware, patches, etc. for several years after the initial release of the product to the public. Because hackers discover new vulnerabilities in existing hardware every day, hardware manufacturers cannot afford to assess each threat indefinitely and therefore will cease providing support after several years. Even if your hardware is running smoothly with no signs of trouble you're still vulnerable to attacks if the manufacturer no longer provides updates.

5. **Your business has grown or changed-** if your company has added staff, expanded their product line, is growing to include more geographically diverse locations, or has introduced new services that aren't fully supported by your existing network, there's a good chance your server is being strained. With more information being added and more people accessing it, your server may not have the necessary system requirements to run your software applications. If the requirement of the software that runs on the server exceeds the server's specifications it means it's time for a new server. It's often difficult to track server performance issues, which is why it's recommended to implement monitoring tools that report on the status and capacity of your servers..

employee
spotlight:
justin litteroty



Meet Justin Lutteroty SRMS' newly appointed and first ever client satisfaction liaison. Justin started at SRMS in September of 2010 as an intern, assisting with sales and account management while completing his degree at Cabrini College where he majored in Marketing and has a minor in Sports Management. Justin's outgoing personality and strong commitment to customer service have made him the perfect fit for the newly established client satisfaction liaison position. Outside of the SRMS office Justin can be found playing one of the many sports he enjoys, including, flag football, soccer, basketball, and hockey, or living up to the 2nd team all-conference tennis title he received from Cabrini. Justin's love of sports doesn't stop there; he is also a devoted fan of all of the Philadelphia teams and enjoys attending as many games as he can. Justin looks forward to working with clients in making sure that SRMS is exceeding their expectations in every way possible.

SRMS Now Offering: Voice and Data Services

Voice Service

SRMS is excited to announce the addition of Voice as a Service (VaaS) to our current VoIP PBX offerings. We are now able to provide organizations of any size with local, long distance or toll-free service rate plans as well as operating company number (OCN) Lata based pricing structures. Regardless of the type of plan chosen, phone service will be delivered via IP/SIP or dedicated connection, ensuring fail proof redundancy. Our voice services provider's network coverage spans the globe, interconnecting with the largest carrier backbones to provide cost effective and competitive rate plans. SRMS now has the ability to offer large corporations leased call routing and OCN lata based pricing while assisting smaller businesses with cost reduction through our price plan options.

Switching to one of SRMS' VaaS plans transforms the existing phone service of any organization into an on-demand managed service over an IP network optimized for voice and allowing organizations to scale their current business needs without committing to a long-term contract. By dynamically routing calls through your organizations' internet connection, your company can greatly reduce costs and offer superior user convenience to both employees and customers alike.

The addition of VaaS also means that organizations having multiple branch locations can consolidate their separate voice services into one company-wide calling plan with options that best suit the individual needs of that organization. Administrators have the ability to view call detail reports, which are calculated to match dialed numbers with call duration and client label information, using our online portal.

Contact a SRMS sales representative today for assistance in creating a customized service plan based on your organization's current or projected calling pattern and tailored to meet your organization's needs and growth patterns.

Benefits:

- No hardware required
- Unify company networks, systems and processes
- Gain real time cost control
- View call detail reports any time using our online portal

Data Service

In addition to our new phone service plans, SRMS is now offering data service plans designed to give businesses the highest level of redundancy while also delivering the lowest possible latency between sites on the internet. Our advanced Internet routing protocol creates a blended Internet solution of top tier carriers, ensuring the shortest, most efficient path for network traffic and engineered for reliability and performance. Our blended data service is built for



Tech talk

This section of the newsletter will be 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 assure your issue is addressed with the attention it deserves.

Q:

"Hey Guys! Is there a way for me to check my voicemails from home using a non-VolP phone?"

A:

Good question. A feature that's important to most VolP users is having the ability to access their voice mail boxes remotely using any phone, and there are multiple ways of doing this, which we've listed below.

1. If an auto attendant is being used we can set up a key or sequence of keys that will bring the caller to the voice mail system where the caller will need to enter extension number and password.
2. Another way of doing this is using a DID on a PRI or T1. We can take a DID and route it directly to the voice mail system but it's important that this number not be a published number.
3. Lastly, you're able to access your voice mail box from your own voicemail greeting. All you need to do is dial your extension and wait until you hear your personal greeting, then press * followed by your password.

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

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