

# ITS Overview

Businesses of all sizes have one basic need in common...the need to communicate.



"...we now have trained professionals looking out for our best interests on the telecommunications front...being with ITS I feel I can finally take my attention off this area and know it is being well managed while still enjoying the lowest possible rates."

- Harrison Quigly - Taylor & Hodges, Office Manager

## Managed Services

ITS provides complete communication solutions to meet the needs of businesses large and small.

## Voice & Data

Providing telecommunication solutions since 1990, ITS is an expert in telecomm carrier local and long distance services. While we continue to offer traditional analog and digital voice services, as technology has evolved, we have broadened our expertise to stay at the forefront of the industry. Today, ITS also specializes in VoIP and Hosted IP PBX solutions that offer the quality of service and full feature-set that businesses need in today's competitive environment. The ITS VoIP, SIP Trunking, and Hosted IP Solutions are supported by our integrated or dedicated T1 circuits that offer truly exceptional business class connectivity. Our data offering includes advanced solutions such as Dedicated Internet Access--T1 and T3 (DS3), Fast Ethernet, Gig-E, Private Line, Wide Area Network (WAN), and business class DSL. We also continue offer a full range of traditional analog services such as local dial tone, long distance, messaging, toll-free, and all the features required in today's busy world. Our web based invoicing includes electronic reporting capabilities that will keep you informed and on-top of all your communication expenses.

## Network Services

ITS Network Services Division offers managed services to address all of your desktop computing and networking needs. From solving simple desktop computer issues; managing complex changes in your network; rolling out a new VoIP or converged

solution; to implementing a disaster recovery plan and solution, we can handle it all.

## Telecommunication Equipment and Infrastructure

Equipment and Infrastructure from ITS' Ameri-comm Division guarantees that your business has the communications equipment it needs and the infrastructure (including cabling and wiring) in place to support it.

## Peace of Mind

With each of our offerings, you can choose to include a plan offering you *Peace of Mind* by ensuring on-going maintenance for products and solutions. Each plan is designed with multiple levels so that you can choose a level that is appropriate for your business and essential to continuous service.

## Our Heritage. Our Goals.

Building a successful telecommunications company doesn't happen by chance. We have built our business relationships one handshake at a time on the backbone of our most valuable asset - our people. Businesses of all sizes receive the same personal, hands-on service that is seldom found in our industry these days. Our people know our customers and go out of their way to provide the right information to quickly resolve their challenges and find solutions! We don't simply serve our customers; we build and maintain lasting relationships with them. You'll never get an automated attendant or have to wade through a myriad of prompts and voice recognition requests to speak to our Customer Service team. Furthermore, our professional staff is right here in the USA, not in a call center offshore, as is too often the case with our competitors.

## Strategic Partnerships

We are constantly expanding our network of services while never sacrificing our commitment to tailored, high quality service. There is no such thing as "one size fits all" in business. For this



*You know your business. We know ours. Together we can make your business better!*

# ITS has all the services your business needs.

reason, ITS has forged strategic partnerships and resale arrangements with a variety of underlying carriers and service providers in the communications industry. Rather than one option, we are able to provide high quality peace of mind to our customers with dependable networks, at a competitive price, with a variety of product choices. Our team is able to meet unique needs with a product suite that offers the most benefits and flexibility! When your business needs change we can adjust accordingly. We don't require that you be locked into a particular product or service when another option may better meet your needs.

**Converged Technologies/VoIP** - In today's business environment, data and voice are equal partners. Without either one of these, business can't function. It's no wonder that these two elements are converging into single applications. Fractional T1 service has been serving business needs for years by allocating a portion of the "pipe" for data and another portion for traditional voice channels. The next generation of convergence is here with VoIP. Not only do data and voice share the same connection, now voice is converted to data and carried over a managed private network, the public internet, or often a combination of both. VoIP products offer an economical and flexible alternative to traditional voice communications.

**Hosted IP PBX** - The ITS Hosted IP PBX Solution provides customers with all the features of a traditional PBX Phone System without any of the equipment investment. Our Hosted IP PBX solution is custom configured for each customer.

**Voice Services** - ITS offers a complete range of traditional analog voice services including enhanced Centrex and basic dial-tone; remote call forwarding that allows your business to appear "local" from any neighborhood, toll-free number services to increase your incoming call volume, calling card access, and a complete suite of features (call hold, forward, transfer, and more) that can eliminate the need for expensive equipment. All of this combined with some of the

most competitive rates available, will keep your business talking.

**T1 Internet Access** - T1 internet access technology and deployment has been proven over decades of use and experience. It has been the internet access of choice for businesses whose reliance on the internet is mission-critical. Bandwidth is guaranteed at 1.5Mbps for a full T1. For larger business, a T3 or DS3 delivering 45Mbps is also available.

Fractional T1 connectivity offers the same service level guarantees and reliability with customizable usage and budget options. Due to our strategic partnerships, ITS is able to offer high-speed T1 internet access at amazingly low prices.

**Private Line Services** - Private lines from ITS enable businesses to achieve secure premium data and voice communication performance between and among multiple locations at very competitive rates.

**Voice Messaging** - From basic voicemail applications to more elaborate menu arrangements, our voicemail products keep you connected. With delivery of your messages through Unified Messaging, you'll be up to the minute wherever you are.

**Dedicated Voice** - Connect your business directly to our superior voice network and unleash the power and feature set of a comprehensive, dedicated voice service portfolio. We'll handle every step to providing a voice T1 connection offering quality in-bound/out-bound services to any location in the United States or around the world.

**Business Class DSL** - ITS Business Class DSL service operates at fixed speed both upstream and downstream between the customer and the internet. This service does not utilize line sharing to connect and therefore provides much greater reliability and performance. We meet your needs by offering a broad range of DSL speeds from 144Kbps to 1.5Mbps and we will manage the whole process from installation of your DSL to setting up your routing equipment.

**One-Stop Solutions** - *No need to spread your services far and wide. Consolidate your invoices and maintain a single point of contact by utilizing ITS to handle any of the following for you:*

#### Phone Systems Sales & Support

- Voice & Data Cabling
- IP Phones
- Video Phones
- Soft Phones
- USB Phones

#### Voice, Data & VoIP Services

- Complete Voice Communications
- Business Focused Calling Plans
- Virtual Private Networks (VPN)
- Electronic Invoicing

#### Desktop and Network Support

- Data Recovery
- Firewall
- Data Back-Up
- Network Design
- Network Management

- Application Monitoring & Control
- Facility Design & Layout
- E-mail
- Security
- Troubleshooting
- Wireless
- Usage Reports
- Virtualization
- Domain Registration

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To learn more about ITS and all the solutions we offer, please visit [www.its-omni.com](http://www.its-omni.com) or call 1-800-876-4ITS (4487)