SAN FERNANDO VALLEY BUSINESS JOURNAL

LOS ANGELES • GLENDALE • SANTA CLARITA VALLEY • BURBANK • CONEJO VALLEY • SIMI VALLEY • SAN FERNANDO • CALABASAS • AGOURA HILLS • ANTELOPE VALLEY



By Sharon Woods

s telecommunications services have become more critical to businesses over the last 10 years, the complexities of managing these same services have also increased tenfold. In addition, with the growing importance of the network to your business in general, having a company who can manage your overall communication services is just smart business. Having a Telemanagement company allows you to focus your time on your core business rather than worry about technology and communication services.

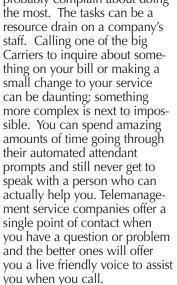
Because of this need for expertise, companies offering Telemanagement services have cropped up to serve both small and large businesses. While that need may differ between small and large business, one thing is for sure, having one company that you can rely on to solve your business critical communication issues will save you money and time.

Telemanagement services are typically offered by smaller communications carriers who know what customers need and without all the bureaucracy and red-tape the big Carriers have. Telemanagement tasks are the ones that you and your staff

Services, Inc.



www.its-omni.com



Adds, moves or changes to technology and services, questions on a bill, ordering new service or features on existing services as well as troubleshooting problems are all considered "telemanagement" activities that can be "outsourced" to a Telemanagement Services company very inexpensively for both small and large companies.

For companies that have multiple locations Telemanagement Services can really take the hassle out of trying to manage multiple locations from the IT department or corporate headquarters. Telemanagement service companies specialize in managing multiple sites and can develop and manage an inventory for every line or broadband service

at all locations. When a remote office needs to make changes to their telecom services, such as adding or removing lines or features, the Telemanagement services company will coordinate



Telemanagement Services Partner • Provides a single bill that

consolidates communication services

• Provides management reports

• Provides single point of contact for all communication services (includes data networking and telecommunication)

• Offers fast friendly service, expertise in the field, and acts as a reliable confidant

• Has been in business for more than ten years

• Is up on new technologies (like VoIP) and knows when you will benefit from them and when you won't

• No charge for their service By working with a

Telemanagement service company your staff will be able to concentrate on their core business activities and be confident that professionals are looking after your communication needs to ensure not only you are getting the best value, but you have the proper services to support your business.

Sharon Woods is President & CEO of ITS – Integrated Teleman- agement Services. ITS has been providing Teleman-agement services since its inception in 1990. Sharon's expertise in the industry comes from years of studying the industry and keep-

> ing ITS at least one step ahead of the many changes that technology has brought to the communications industry. ITS can be reached at 805-520-7020 or by visiting www.its-omni.com.

Reprinted with permission from the San Fernando Valley Business Journal - August 17, 2009