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In today's business world, a phone system is so much more than the handset that sits on your desk. The modern PBX is a true communications management tool that unifies the ways in which you connect to your co-workers, customers, and business partners. Tools such as mobile collaboration, presence management, and teleworker features ensure your organization stays connected, regardless of their geographical location.

At McEnroe Voice & Data our ultimate goal, when designing your phone system, is to improve the efficiency of communication within your business. This will ultimately reduce costs, increase your profitability, and improve customer satisfaction and retention. We have a comprehensive in-house team of account managers, project coordinators, and certified technicians to offer you a single source for all your communications needs. Let us manage your telephone network so you can spend your valuable time managing your business.

PARTNERS



Powering connections



UNIFIED COMMUNICATIONS

This is all about taking the different media through which you communicate (desk phone, cell phone, IM, Email, Voice Mail, etc) and unifying them onto one platform. McEnroe can implement a phone system that will give your organization true mobile collaboration. For the professional on the go the most critical element is staying connected to your office and customers, regardless of your physical location. Unified Communications also includes presence management tools that allow you to see co-workers' status messages ("In a meeting"), and even instant message them if you have an urgent matter and need their help ("Need you ASAP regarding the Kraft Foods account, call me after your meeting"). The most important benefit is that you'll have one interface that manages all of your calls and messages so you don't have to worry about missing important pieces of information.

VoIP

A properly implemented VoIP system can improve your company's efficiency and cut costs. Is your company's network capable of handling VoIP? At McEnroe we make sure your network infrastructure is properly designed and programmed to make a smooth transition from digital to voice over IP. We are a proud partner of Avaya, Mitel and Toshiba business phone systems.

HOSTED

These cloud-based phone systems (as opposed to premise-based PBXs) have become the new buzz-word in the industry. Hosted is a great option because it often allows for flexible pricing options, while providing a lot of the features of a premise-based system. McEnroe surveyed and scrutinized several hosted companies before partnering with Star2Star. Star2Star is a unique hosted product that offers an on-site router that performs quality of service (QOS) checks and voice traffic shaping to provide the clearest possible audio to its users. Additionally, Star2Star has received acclaim from industry publications such as *Internet Telephony*, *Communications Solutions*, and was named an *Inc. 500* company. Don't gamble with your phone service. Let McEnroe Voice & Data help you implement a proper hosted system.

CALL CENTERS

McEnroe specializes in call center applications such as call recording and call accounting, giving you full diagnostics of your agents and supervisors. Efficiency is the lifeblood of a call center. With the proper technology, the ROI can be staggering. Let us help you realize those cost savings.

Call today to find out how McEnroe Voice & Data can provide meaningful solutions for your business!

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