

# Telecommunications

An exceptional array of services to optimize your investment and your productivity. Through in-depth knowledge of telephony platforms and superb relationships with leading providers, SimplifyEd implements telecom platforms that ensure efficiency and compliance.



[www.simplifyed.com](http://www.simplifyed.com)

# The power of unified communications

Modern telecommunications systems are vastly more complex than just picking up a phone and making a call, but it should seem that simple to the end user. SimplifyEd offers an exceptional array of services to optimize your communications, your productivity, and your investment.

Through in-depth knowledge of telephony platforms and superb relationships with leading providers, we implement telecom platforms that ensure optimum efficiency and compliance.

## How we can help

### Complete telephony solutions for every need

#### Telecom Expenditure Evaluation

How much are you spending for telecommunications? Chances are we can reduce it. SimplifyEd can evaluate your telecommunication environment and propose a plan to lower your costs, whether it's using existing voice infrastructure or a retrofit.

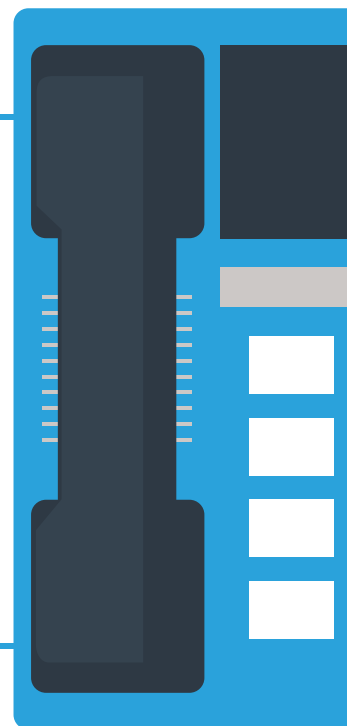
Depending on your existing infrastructure investment, we can help leverage new technology to lower your expense on voice communications. In many cases we can help leverage SIP, PRI, and other types of technology that will offer the lowest rates.

Our knowledge of each provider ensures you get optimum efficiency while eliminating the challenges of vendor management or contract negotiation.

#### Telephony Platform Implementation

Every institution is different, with different needs. SimplifyEd ensures future productivity by advising you on the telephony platform that is the best fit for your institution, whether on-premise or in the cloud. Our engineering expertise and close partnerships with vendors allow us to build and manage an on-premise or cloud based solution.

Whether we upgrade and manage your existing telephony platform, or build your next generation platform, we'll ensure productivity into the future.



## Key Benefits



### Innovative Telephony Platform Solutions

Either on-premise or in the cloud



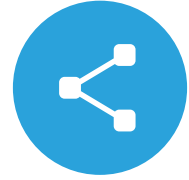
### Reduced Cost

We leverage new technology to lower your telecom expenditure



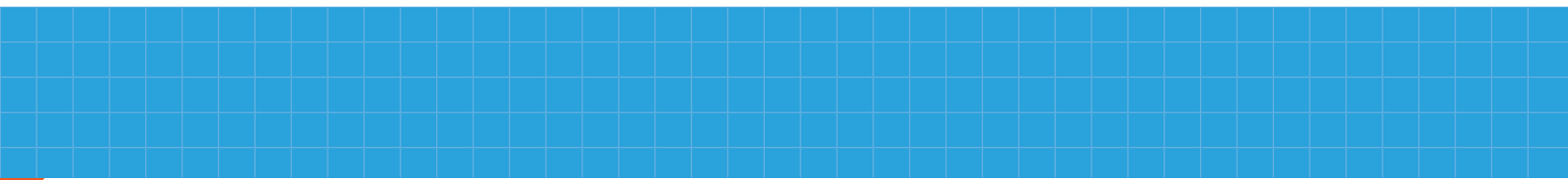
### Full Service Contact Center Implementation

Robust, feature-rich and customized to your needs



### Fully Integrated Systems







Your telephony system works seamlessly with your other technology systems



## Contact Center Implementation

Your contact center is often your institution's first impression. It has to function flawlessly. No matter how small or large your contact center needs are, SimplifyEd has the experience and expertise to implement the right solution for your business. Our robust and feature rich enterprise contact center solutions offer the advantages of custom integration, process automation, and metric driven transparency. We can also advise you in areas such as PCI compliance, TCPA, and capturing of personally identifiable information.

Our experience in contact center implementation, support and management includes:

-  **Custom integrations to streamline your business process**
-  **Call recording implementation**
-  **Decision support reporting**
-  **ACD with skill based routing**
-  **Progressive, predictive, and power dialers**
-  **Campaign management and cost tracking**



# Making technology work for you





Your campus technology should work for you. Not the other way around. In our years of experience in providing technology solutions for higher education, we have found that the best implementations are those that are highly streamlined and cost-efficient.



## Let's start with an assessment of your needs...

Many organizations know they have technology needs, but aren't sure what they are. That's what we're here for. Contact SimplifyEd today about an assessment to establish your needs. From there, we'll advise you on the next steps.

**Call or email us today, and let's make your technology work for you.**

 (561) 235-0662  
 [info@simplifyed.com](mailto:info@simplifyed.com)  
 SimplifyEd, Inc.  
 SimplifyEd, Inc.

[www.simplifyed.com](http://www.simplifyed.com)

