



## **Epic Technologies Develops Customer Advocate Department to Provide Valued Customers with an Even Higher Level of Service and Satisfaction**

*Customer Advocates to Help Businesses Take Advantage of Leading Technology to Increase Profitability and Give Them a Competitive Advantage*

COOKEVILLE, NASHVILLE, KNOXVILLE — February 15, 2008 — Epic Technologies, an industry leader in telecommunications, announced today that the company has developed a new department to provide current and prospective customers with an even higher level of service and satisfaction. The Customer Advocate Department will help businesses of all sizes take advantage of leading communications technology to increase profitability, enhance productivity, and give them a competitive advantage in their marketplace.

“We conducted a thorough needs analysis of our vast customer base and found that companies were interested in learning more about the latest developments in communications, find creative ways to reduce costs, and obtain a better understanding of how to efficiently utilize technology to grow their organizations. However, these same companies didn’t have the means, resources, or expertise to stay at the forefront of advancements in technology,” said Don Viar, managing partner of Epic Technologies. “This attitude is very different than recent years when executives were only concerned with plugging in the equipment and letting them run on their own. Technology

is changing so rapidly that in order to remain competitive one has to adapt and maximize it to the fullest extent or they may not be around tomorrow.”

The mission of Epic Technologies’ Customer Advocate Department is to engage the telecommunication company’s customers and proactively make them aware of technologies that they haven’t currently adopted which could greatly benefit their business. Some examples of these technologies include Voice over Internet (VoIP), call accounting, web and audio conferencing, GPS tracking systems for company vehicles, voice recognition, and digital surveillance systems. Through its strategic partnerships with leading industry providers like BandTel, Ultimate Software, IPx Connect, Network Car and MG Security Systems, Epic Technologies can easily coordinate and implement numerous solutions, which in most cases will have an immediate impact on the performance of any company. Each Customer Advocate will communicate critical information via online technology seminars, ongoing email newsletters, and one-to-one communication.

“We strongly believe that our Customer Advocate Department will keep our customers educated on an ever changing technological environment and enhance the performance of their business,” added Mr. Viar. “Our objective is to assist our customers in bridging the

gap to technology and design a game plan to successfully implement it within their companies. Our success depends on those businesses we serve and I feel it is Epic Technologies’ duty, as their strategic telecommunications partner, to provide an avenue that will help them experience significant success.”

### **ABOUT EPIC TECHNOLOGIES**

Epic Technologies is one of the leading providers of business communication solutions in the United States. Built upon a network of strategic relationships with clients and vendors, Epic has quickly grown to be a trusted business partner for complex voice, data, nurse call, and network infrastructure solutions. We build relationships as a trusted business partner with each of our clients and exceed their expectations, knowing that we will succeed when our partners succeed.

Epic knows how to empower complex business needs through the innovative use of technology to maximize the return to the client’s bottom line. While we work in a wide variety of industries and organizational sizes, we have a particular expertise in medium and larger sized organizations with a particular emphasis on healthcare, education, and service oriented companies. Call us today (866-525-EPIC) or visit us on the web at [www.epictn.com](http://www.epictn.com) and let us show you the Epic difference!