



Does Your Business Communications Provider Offer Managed Services?

*Don Viar of Epic Technologies
Explains the Value of Managing the
Complete Network Infrastructure*

COOKEVILLE, NASHVILLE,
KNOXVILLE – April 24, 2008 – A
common theme among many small to
mid-sized companies is their inability to
micro-manage their network. These
organizations are typically understaffed
and lack the sufficient skill level,
technological capacity or resources to
keep their network operating in a fully
optimized state.

Running an efficient network is not
easy, especially with the convergence of
voice and data. Too often companies are
caught up in day-to-day operations that
mission-critical network maintenance
and security management get
overlooked. In today's business
environment, you can't afford to let your
guard down. There are too many threats
and other issues that plague network
integrity and performance. So what are
companies supposed to do? One answer
is to outsource the management of their
network services to a qualified partner.

Essentially, managed network
services are designed to assist companies
in maintaining and supporting their
network and IT infrastructure. Types of
services may include remote network
monitoring and reporting 24 hours a day,
7 days a week, firewall monitoring,
intrusion detection, patch assessment and
vulnerability scanning, preventative
tasks, disaster recovery, data backup and
regular performance analysis. The
strategic process was developed to give a
360 degree view of the network at all
times to ensure optimal use. As we all
know, the network is the backbone of a
business and if it's not managed correctly
employee productivity and profitability
rapidly declines.

Therefore, outsourcing of a
company's network has a number of
unique benefits. First and foremost,
experts in the field analyze the network
to develop a complete game plan.
Modeling and simulation tools assess
current network traffic and evaluate the

performance of desired enhancements
and upgrades to determine the most
appropriate solution before
implementation. The end result is a
custom designed system that supports
future growth and change through
flexible and scalable network
environments.

Above and beyond the installation,
testing and training phases, the provider
will remotely monitor the network from
their Network Operations Center (NOC).
The NOC provides advanced network
control, systems management and help
desk operations to ensure optimal
performance on a daily basis. This is a
critical component because a network is
so susceptible to change everyday. For
instance, at one company two employees
uploaded webcam software onto the
network so they could watch their
children at daycare. The live video
stream shutdown the entire network and
bandwidth destroying productivity for
the day. Remote monitoring would have
proactively identified the problem as
well as the appliance causing the issue.

Your business communications
provider should also couple their
managed services offering with the new
manner in which technology is being
purchased. It's essentially a leasing
option for new equipment and
applications but for the first time it is one
that eliminates technology's two greatest
risks – obsolescence and price (also
known as outright ownership). This
program ensures that the solutions under
managed services are refreshed with the
latest advancements, thereby eliminating
technology's obsolescence. For instance,
updates (also known as a refresh) to a
company's voice and data system can
occur anytime after 24 months with no
change in their monthly payment.
Additionally, both labor charges and
software upgrades are waived. The
program also focuses on the cost of
technology rather than its price, thus
eliminating the second risk. Companies
are able to transfer technology costs from
a capital expense to a fixed monthly
expense absorbed by an organization's

operating budget. This enhances the
financial health from both tax and
budgeting standpoints.

Ultimately, managed services gives
small to mid-sized companies the ability
to focus on their core competency, while
feeling comfortable knowing that their
network is being managed by a highly
skilled team of experts focused on
efficiency and productivity. This
strategic process is a welcome relief for
IT managers with understaffed
departments. It also eliminates the stress
normally associated with IT for owners
and enables them to work on their
business and not in their business. So if
your business communications provider
doesn't offer managed services that
eliminates the two greatest risks
associated with technology – stop what
you're doing and immediately re-
evaluate your impending relationship.

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 and let us show you
the Epic difference!