



IS YOUR TELECOMMUNICATIONS TECHNICIAN CERTIFIED? **IF NOT, YOUR VOICE & DATA SYSTEM COULD BE IN BIG TROUBLE**

Epic Technologies Explains Why

COOKEVILLE, NASHVILLE, KNOXVILLE — August 26, 2008 — Telecommunications is a very dynamic industry that is constantly being enhanced by new technology. The technology is changing so rapidly that it's vital for companies to ensure that their telecommunications provider stays on top of it. Unfortunately, too many businesses today continue to overlook this topic and do not ask a simple yet crucial question, "Is my telecommunication technician certified?" If the answer is a resounding yes, then you can probably put your mind at ease. However, if the answer is no, your company's vital voice and data system could be in for a very painful surprise.

Would you let a mechanic that wasn't properly trained work on your car? Probably not. So why not treat your voice and data system with the same care. It is just as important to make sure that your provider's technicians understand the details behind their technology so they can properly install, service, and maintain your system to ensure its future reliability.

All too often businesses experience damaging affects by providers who don't understand the technology they sell. The most common include:

- Lost revenue due to system downtime
- Increased costs from making repairs
- Permanent damage to system components
- Inability to effectively run the business

In order to combat these types of problems, leading telecommunications providers such as Cookeville, Nashville, Knoxville's Epic Technologies incur substantial costs to guarantee that highly certified industry technicians are tending their clients' voice and data systems.

Epic Technologies requires hours of rigorous educational training for sales people, management and most importantly technicians, so they can fully understand today's state-of-the-art voice and data systems. Epic Technologies believes certification is an extremely valuable investment for both their employees as well as each one of their clients.

Don Viar, managing partner of Epic Technologies, said that its service technicians are comprised of professionals who enjoy being in the forefront of new emerging technologies. Their dedication, combined with the body of knowledge acquired from certified trainings, ensures Epic Technologies's customers that their voice and data system will be serviced quicker, faster and better, all in a cost-effective manner.

"Epic Technologies understands that it takes a high level of commitment and dedication to provide our technicians with the latest education and certification on convergent technologies," said Viar. "Our customers can rest assured that when one of our technicians comes to their place of business to service or repair a voice and data system, that they will be able to diagnose the problem quickly and provide unsurpassed service in a timely and cost-effective manner."

Viar said service technician training and certification benefits the end-user.

"Today, when our clients require service assistance they can expect less downtime for their telecom system, which translates into greater revenue for their business."

So if you don't know the answer regarding your technician's level of certification it may be time to ask. It's much easier to prevent problems from occurring than take your chances with technicians who are less than knowledgeable about their technology.

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!