



Don Viar  
Managing Partner

## **Epic Technologies Offers Immediate Emergency Response**

COOKEVILLE, NASHVILLE, KNOXVILLE — February 22, 2010 — Epic Technologies, an industry leader in Unified Communications, announced today that their OnCall Response Program has proven itself to be a vital resource for customers. Epic Technologies' OnCall Response is a unique solution that provides an immediate response to emergency situations, even after-hours. This is a benefit which Epic offers to its contract clients. In general, the company provides a technician on-call 24x7, 365 days a year and they truly respond when needed and in a timely fashion. If even 15 minutes go by and an issue has not been responded to, the entire team of technicians begins to follow up with the client automatically.

Just recently, a senior assisted living complex had an OnCall page in the middle of the night. This potentially life threatening situation was responded to and resolved in thirty minutes. Another case occurred when the system for Tennessee's only Five-Star Hotel went down and the issue was fixed within five minutes. Finally, one of Epic Technologies' data customers had a server go down in the early

morning and the issue was fixed within ten minutes and they were able to start their day just as any other. For the past two years, Epic Technologies has maintained an average response time of twelve minutes. This raises the bar across the industry and illustrates the impact the latest communications technologies have on the stability of any business.

"When our customers decide to do business with us, they're not just buying a product, they're buying the *peace of mind* that comes from knowing their problems are no longer theirs to worry about," commented Don Viar, Managing Partner at Epic Technologies, "that's our job."

Innovative programs, similar to Epic's OnCall Response, are guiding the future of Unified Communications. With VoIP and SIP technologies pushing the industry forward, today's dynamic business environment doesn't have room for stagnant products or services. The companies that prepare for the future have a much higher probability of increasing profitability and creating a lasting competitive edge.

## **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.epicnt.com](http://www.epicnt.com) and let us show you the Epic difference!