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## **Epic Technologies Reports Rapid Increase in the Adoption of Hosted VoIP Among Small to Mid-sized Companies**

*Advancements in Technology & Cost Reduction Is Driving Demand for Popular Business Communications System*

COOKEVILLE, NASHVILLE, KNOXVILLE — April 29, 2010 — Epic Technologies, an industry leader in unified communications, announced today that hosted Voice over Internet Protocol (VoIP) is experiencing tremendous adoption by small to mid-sized businesses. A number of distinct benefits such as superior quality of service, reduction of cost, flexibility, built in business continuity and advanced applications are driving the demand for hosted VoIP technology.

Unlike a traditional phone system, hosted VoIP requires no on-site PBX hardware. Instead the technology uses VoIP service to place and receive calls using the Internet. This service is frequently hosted remotely by a 3rd party VoIP provider. As a result, an end user's communication via VoIP service is handled by redundant enterprise servers offsite. In addition to the profound upfront cost savings this presents, hosted VoIP technology enables one's phone system to be completely scalable and flexible. An organization can add or remove phones on a hosted system any time.

Hosted VoIP serves the needs of entrepreneurs and enterprises alike, by delivering powerful features such

as improved call quality, valuable disaster recovery tools, and applications designed specifically for telecommuters and remote workers. Included in the system are advanced features such as unified messaging, automatic call distribution, auto attendant, call recording, call flow reporting as well as traditional PBX features.

The U.S. business hosted IP voice services market is expected to grow from 828,350 seats in 2008 to 4,910,499 seats in 2013, a CAGR of 42.8%, according to Interactive Data Corporation (IDC), a market research firm specifically focused on the IT segment. "The SMB marketplace has started to really embrace hosted VoIP because it dramatically increases their profitability and gives them a competitive advantage," said Don Viar, Managing Partner of Epic Technologies. "For many customers off premise communications technology is preferable. In a hosted environment, companies can take advantage of flexible technology knowing that if a disaster occurs, whether a power outage or natural, the system will remain up without interruption."

"After we understand our customers' strategic business objectives we recommend the right technology to support all of their needs and in many cases that means a hosted solution," added Mr. Viar. "Hosted VoIP is quickly becoming

more than an acronym, it's raising the bar for Unified Communications providers, while giving businesses the edge they need to compete in today's marketplace."

### **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!