



Don Viar
Managing Partner

Epic Technologies Increases Customer Profitability in a Down Economy with the Latest Technologies

*Region's Leading Technology Provider
Helps Businesses Do More with Less*

COOKEVILLE, NASHVILLE, KNOXVILLE – November 29, 2010 – Epic Technologies, an industry leader in unified communications, announced today that the company is relentlessly educating its customers on the latest technologies designed to increase their profitability and enhance employee productivity, particularly in these tough economic times. The technologies that Epic Technologies is focusing on helps companies do more with less. While the economic whiplash has sent many companies back to the starting block, others are capitalizing on these types of advancements to better position themselves for recovery. The financial gurus may try to convince business owners that a dreaded double-dip is imminent, but for the technologically adept, an uptrend is more likely. Epic Technologies, is paving the way by introducing businesses to leading edge technologies that drive profitability, now.

“We understand that the economy has mounted tremendous pressure on our customers to be more productive, with fewer resources at their disposal. We believe that it is our responsibility to proactively search and deploy

solutions that drive our customers’ profitability and provide them with a competitive advantage. It’s up to us to make sure that our customers have technology that enables them to do more with less,” stated Managing Partner, Don Viar.

One of the ways that Epic Technologies is boosting customer profitability is through an application called presence management. This application eliminates the guessing game of knowing where people are and what they’re doing, and allows individuals to indicate their status (in a meeting, “back at 2pm,” at lunch, “send calls to my cell”, etc.) and promises “you’ll never miss a call again.” By increasing the speed of communication, more opportunities can be seized; more current customers can be satisfied, and more profits can make it to the bottom line.

Similarly, Epic Technologies is utilizing call recording technology in order to help organizations increase employee productivity. According to Dr. Jon Anton from Purdue University, “On average, employees answer the phone 19% faster, spend 29% less time on the phone and do after-call work three times faster when they know they’re being recorded.” Remarkably, many business owners have not adopted call recording technologies. Epic Technologies is

looking to “bridge the gap” by educating their customers on solutions aimed to help small to mid-sized businesses come out on top.

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!