



Don Viar
Managing Partner

Epic Technologies Help SMBs Utilize Softphone Technology to Enhance Mobility

COOKEVILLE,
NASHVILLE, KNOXVILLE -
December 19, 2011 – Epic
Technologies, a leading unified
communications provider,
announced today that the
company is deploying softphones
to help small to mid-sized
businesses (SMBs) increase their
mobility and flexibility.
Softphones are the ultimate
solution for the road warrior, and
they enable workers to function
“as if” they’re in the office,
regardless of their physical
location.

Softphones are software
programs which enable users to
make phone calls over the
Internet using their laptop or
home computer eliminating the
need for a physical instrument.
Recently, they have been gaining
in popularity among SMBs
primarily because they reduce the
cost of calls to virtually nothing.
Also, they have a surprising
number of ancillary advantages
for end users.

Firstly, softphones are
extremely easy to setup. Typically
they require little more than a
bluetooth headset and the proper
software, and employees can be
up and running in minutes.

Softphones can also easily
integrate with existing phone
systems and leverage all current
capabilities. For example, many
phone systems in today’s market
have Instant-Messaging (IM)
embedded so co-workers can
supply one another with answers
to customer service questions on
the fly. The goal of softphones is
to better connect an organization
and create more opportunities for
mobility and collaboration.

Don Viar, Managing Partner
of Epic Technologies comments,
“softphones are predominantly
utilized by companies that desire
additional levels of mobility. In
an increasingly globalized world,
mobility and speed have become
even more important to survive
and this helps explain why
demand is up.” Don also adds
“With the call quality equivalent
to that of a cell phone, softphones
are making a big impact in the
technology sector and businesses
across all industries are jumping
on board. The bottom line with
softphones is that they enhance
productivity, increase profitability
and create a competitive
advantage regardless of industry.”

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!