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To: Karen Davidson

Subject: Exchange Communications - Company Newsletter Issue 1



Exchange Newsletter

January 2008 - Issue 1

Useful Information



Our Services

Exchange also provide the following services:

Communication Technology

Network Services

IP Telephony

Conferencing

Consultancy

Project Management

Installation

Maintenance

Training

Support & Account

Management

Managed Services

Welcome to Exchange's First Newsletter....

By now the Christmas tree and decorations have been packed away for another year, the turkey has finally succumbed to its final curry and we are all looking forward to the brand new year ahead!



In light of our increasing expansions, our growing customer portfolio, and the ever increasing complexities of our industry and technology, we thought it prudent and helpful to launch our very own newsletter. We are therefore delighted to welcome you to our very first telecommunications Newsletter and here it is.....

The newsletter will comprise of news from the world of Exchange and will contain information on our extensive range of products and services. We will publish a featured article every quarter explaining the latest technologies and how they can benefit your business.

Our main aim, however, is to give an insight into Exchange Communications, to meet the staff and to build a lasting relationship with our valued customer base.

We hope you enjoy the read!

Featured Article

Technical Tip

Senior Engineer **Chris Penney** has passed on the following tip for Audix or Intuity voicemail:

**To reset password/
Change name/
Re- record your greeting**

Dial Voicemail from your phone.

To change your name press 5 then 5 again.

To change your password press 5 then 4.

To change the greeting that callers will hear, press 3 then 1 and follow the prompts (please note - even if you have recorded greeting 1, you **MUST** hear the words "**greeting 1 active for all calls**"). The greeting not being automatically saved is a common problem - wait for the next prompt until you hear greeting 1 active for all calls.

Chris

Avaya IP Office

What's New in Avaya IP Office

With more than 100,000 Avaya IP Office systems shipped worldwide, this award winning communications system that gives growing companies a complete solution for telephony, messaging, networking, conferencing, customer management, and mobility has just got better.

IP Office Release 4.1 software

Exchange Reach New Heights in Avaya Accreditation

Exchange have been awarded a Gold business partnership accreditation for Avaya's SME Product Portfolio, making us Avaya's only Scottish registered accredited business partner for both the Enterprise and SME product portfolio's.

We now have our sights firmly set on achieving Platinum partner status, and further strengthening our existing partnership with Avaya.



ECG News

Avaya Announce Release of Communication Manager 5.0

The upcoming release of Communication Manager, Call Center and SIP Enablement Services will be a major release 5.0. General availability of **Avaya Communication Manager 5.0, Call Center 5.0 and SIP Enablement Services 5.0 is targeted for January 07, 2008.**

This upcoming release of Communication Manager, Call Center and SIP Enablement Services delivers key SIP features in support of the new Avaya SIP Contact Center that includes the new Avaya Agent Deskphone 16CC, Avaya Voice Portal, and enhanced Communication Manager SIP Trunking capabilities.

This new release of Avaya Communication Manager and SIP Enablement Services also includes enhanced SIP mobility features and supports the new Avaya branch gateways.

Finally, the Avaya Integrated Management suite has been enhanced to support the new Communication Manager and SIP Enablement Services software plus associated hardware and endpoints.

New Avaya S8730 Server

makes it easy for small and midsize businesses to improve communications and operations with new mobility offerings, and enhancements to voice messaging and system maintenance.

The introduction of a PRI card designed specifically for the IP Office 500 makes it even more cost effective. Many of the IP Office expansion modules have been refreshed in the IP500 look and feel (dark gray). The IP400 expansion modules will continue to be available.

To see what IP Office can do for you please click on the link below:

[IP Office Demo](#)

Leasing



Features and Benefits of Leasing Equipment

Many of our customers ask ***"Why is it beneficial to lease equipment as opposed to purchasing outright?"***:

Here are some very good reasons to lease:

Doesn't Tie Up Capital Leaving more money available to invest into the company.

Fully Tax Deductible

With Communication Manager 5.0, Avaya will be introducing the next generation of the S8700 series Server. The new **S8730 Server** is the follow-on server for the S8720 Server. The S8730 Server will have the same capacities and functionality as the S8720 in an XL configuration. It is expected that the performance of the S8730 with hardware duplication will be on par with the S8720 with hardware duplication as measured in Busy Hour Call Completions.

The S8730 Server will be offered in two duplication configurations. The S8730 will be sold with hardware duplication using the DAL2 duplication memory board. The S8730 will also be sold with software duplication, which uses a method of shadowing data between the active and standby processors in a system without specialized hardware.

As with the S8700 series, the entire server complex of the S8730 is duplicated. This increases overall system availability and minimizes the risk of one component causing a failure. The S8730 will come equipped with RAID level 1 controllers, but the default configuration ships with a single HDD in each server. The second RAID HDD will be an orderable option for the S8730. In addition, a second power supply will also be an orderable option for the S8730.



The information provided in this announcement is intentionally kept at high level and is in no way a substitution of the product definition.

The amount of tax you save on a lease can more than cover any charges you have to pay.

No Ownership of Equipment

You are not left with outdated equipment after the lease expires (unless of course you want to retain the equipment by arrangement with the supplier).

Cost of the Equipment is Spread Over the Life of the Equipment

Pay for it as you use it.

Know Start Date and Finish Date of the Lease

Easier to budget as you know the rentals are fixed for the full term.

Convenience - No Need to Arrange Finance Independently

One visit can complete everything, leaving you more time to run your business.

Acquire the Right Solution for the Application

Leasing allows you to do this instead of buying the equipment you think you can afford.

Flexibility

A lease can be set up over various terms with monthly, quarterly or annual rental repayments.

Quick Links

[More On Us](#)

[Join Our Mailing List!](#)

Contacts...

Launch of our New On-line catalogue

We are delighted to announce the launch of our new online catalogue.

With competitively priced products, along with the option of next day delivery, never has ordering of communications equipment and peripherals been so easy via the web.

Please visit our '[online catalogue](#)' to discover a range of communication products to suit every requirement.

Products currently in stock include:

Telephone systems, System add-ons, Headsets, Telephones, Dect, Conferencing, Boardroom, Payphones, Fax & printers, Radio & paging, Mobile accessories and Public address to name a few.

If you find your item cheaper elsewhere, please give us a call on **0800 008 7600** and we will price match it.

Exchange News

Exchange continues to grow with increased staffing levels in all departments.

We would like to take this opportunity to welcome our latest members of staff on board:

Colin Hendry - Managed Services Sales Executive
Marc Devlin - Service Desk Co-ordinator
Craig Anderson - Engineer

We wish them every success in their future career within Exchange.



Useful Contacts

**Sales Director and Principal -
Tom Sime**
0870 085 5000

**Director -
Karen Sime**
0870 085 5000

**Operations Manager -
Michael McMillan**
0870 085 5000

**Office Manager -
Isobel Bell**
0870 085 5000

**Service Manager -
Audrey McGarry**
0800 027 7202

**Marketing Manager -
Karen Davidson**
0800 008 7600

**Finance Manager -
Lorraine Connolly**
0870 085 5000

**Managed Svs Manager -
Shahed Ashraf**
0800 008 7400

**Customer Trainer -
Michelle Manson**
0870 085 5000

Children In Need

Scotland v Italy Football Game

On Friday 16th November, all Exchange staff wore Scotland themed outfits to coincide with the Scotland vs Italy game.



To participate in the event, donations were collected and for every pound given by staff the company matched this.

Michelle Manson's (Customer Trainer) outfit was by far the best - consisting of a "hey you jimmy" wig and tartan hat (great look Michelle)! Sorry we haven't got a picture to include but I'm sure you can all imagine!

Christmas 2007

For the first year ever Exchange did not send 'traditional' Christmas cards as such, but Christmas e-cards to all customers.

For every card sent we made a donation to the very worthy Children in Need appeal.

A Final Word from Michael McMillan - Head of Operations

I am delighted that this newsletter marks a new era in our efforts in strengthening our relationships with our valued customers. It is my intention to ensure that we continue with the good professional/business relationship that we currently enjoy.



As the company continually continues to expand year on year, I see this newsletter as the ideal medium to communicate with all our clients and customers. We continue to add products and services to our portfolio to stay ahead of the competition and to bring business benefits to you our loyal customers.

Many of you will not be aware all of the products and services Exchange Communications have in our portfolio or the achievements we have made across Europe, America and Canada. Hopefully this newsletter can keep you up to date and enlighten you on how modern communications can help your business.

My main focus however is on building strong relationships with our customers; my aim is to understand your business - how you communicate with the outside world and how you can make a return on the investment you have made in Exchange Communications and the product and services we provide.

We strive to give the best customer experience and the best possible service to our customers. I am once again very proud to announce to you that Exchange have retained their BSI: ISO9001 for maintenance and customer service for the 12th year in a row. We are one of the very few Voice and Data companies in the UK that have maintained the use of this accreditation. We also hold Avaya's highest accreditation for customer service and all of our staff are trained to the very highest standard on the equipment that we sell, implement and maintain. All of our efforts are to give you peace of mind that you are in the very best hands in the industry.

We may strive for perfection, but in the real world I acknowledge that problems can occur from time to time. Some problems arise through no fault of our own, others may be operational deficiencies or intermittent technical faults. With this in mind I am very keen to hear from you all. Your thoughts and comments on how we can be of better service to you are always welcome. Please e-mail me at [michael](mailto:michael.mcmillan@exchangecommunications.co.uk). mcmillan@exchangecommunications.co.uk or call me directly on **0141 776 8853** and I will get back to you as soon as I can.

I would like to finish by personally thanking you all for your business over the many years and for your loyalty and friendship. I look forward to many more years of business and a very exciting 2008.

Michael McMillan
Operations Manager

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