



## Digital Technology for Business

Innovative telecommunications can help you increase productivity, respond quickly to customers, and expand into new or national markets. Digitech, Incorporated works with you to design and implement total communications solutions that are customized to meet your business needs today and in the future.

Since 1986, customers have looked to Digitech, Incorporated for a full range of telecommunications products, systems, and support. All are designed to assure customer satisfaction and to allow you, the customer, a competitive advantage in your market.



## Our Philosophy

Piece of mind begins with the installation of your system. Our technicians and design specialists oversee every aspect of the process, making sure there is little to no interruption of your ongoing business operation. Service is coordinated through a single point of contact that allows you the freedom to manage your day-to-day business operations without the headache of managing your communications systems.

Digitech, Incorporated's service and support plans allow you the capability to customize your service plan to meet your short term or long term goals. The advantage is fixed pricing, improved performance, and resources that enable you to do what you do best.

## Technology and the Future

Whether it's voice, data, or video communications solutions, Digitech, Incorporated delivers a complete portfolio of products and services.

Our strategy is to continue to develop innovative services that put advanced technology first – from mid-size companies to Fortune 500 corporations. Whatever your communications needs, Digitech, Incorporated wants to be your partner, giving you the advantages of state-of-the-art communications systems, services, and support.

## ***Enhanced Integrated Services***

*Advanced integrated solutions deliver telephony solutions to your desktop for small to large businesses.*

### ▶ **Norstar Integrated Communications Systems (ICS)**

Portfolio includes three systems, with growth up to 248 ports. The systems are the Norstar 3 x 8 ICS, Norstar Compact ICS, and Norstar Modular ICS.

### ▶ **Business Series Terminals**

Portfolio ranges from an entry-level, single-line telephone designed for public areas, to a multi-line, display-telephone for high call volume users; as well as a cordless phone, audio conferencing unit, and doorphone.

### ▶ **Norstar Call**

A portfolio of call center solutions and contact management applications provide full integration with the Norstar suite of products. You can choose a powerful ACD system that routes calls based on who's calling and who's available, or who's qualified to take the call.

### ▶ **Unified Communications**

Suite of products and applications designed for small to mid-size businesses, from 10 to as many as 1,000 employees. Applications include voicemail, unified messaging, presence and networking.

### ▶ **Computer Telephony Integration (CTI)**

Applications include screen pops, voicemail and email management, on-screen point-and-click telephone directories, remote access to communications resources for telecommuters and frequent travelers, intelligent call routing and control, and database integration.

### ▶ **Business Communications Manager (BCM)**

Delivers small and medium size businesses and branch offices the only industry-wide converged voice/data solution, providing customers a choice of either an IP-enabled or pure-IP strategy. With unified messaging, multimedia call center and wireless e-mobility capabilities, Business Communications Manager enables communication on a single application while providing users mobile flexibility. It leverages existing Meridian and Norstar investments.



## ***Enhanced Voice & Data Systems***

*Communicate more effectively to give customers, employees, and vendors 24-hour access to your business.*

### **▶ NEC Key System**

Manage your incoming and outgoing calls to serve your customers more efficiently and enable employees to work more efficiently.

### **▶ NEC Private Branch Exchange (PBX)**

Expand communication services easily as your business grows. Digitech offers flexible, state-of-the-art systems for businesses that require high-end applications and growth capability.

### **▶ NEC IP System Services**

Eliminate long distance charges, connect within a wide area network (WAN), and combine voice and data under a single platform. Digitech offers both Key and PBX systems with IP Telephony capability.

### **▶ NEC Computer Telephony Interface (CTI)**

Screen pops, instant information, and data base integration. CTI services are custom designed to meet your call distribution business needs.

### **▶ NEC Voice Mail**

Receive, edit, and forward messages on a 24-hour basis. Voice mail eliminates inaccurate messages and increases productivity.

### **▶ NEC Unified Communications**

Enables customers to experience greater productivity through the convergence of communication channels and business processing by using a combination of technologies, devices and services. Communication tools like presence, status, mobility, collaboration, video and voice conferencing and messaging can all be utilized.



## **Value-Added Services**

*Ensure reliability performance and minimal downtime with Digitech value-added services*

### ▶ **System Engineering**

Concentrate on managing your business rather than designing complex communications technologies. Digitech can design, implement, and project manage your communications solutions.

### ▶ **Remote Support**

Digitech responds instantly to any service request with support seven days a week, twenty-four hours a day. Remote notification for service issues and remote moves, additions and changes insure minimal downtime and optimal system performance.

### ▶ **Network Liaison**

Digitech offers a single point of contact for all local, data and long distance services to eliminate finger pointing between carriers.

### ▶ **Service Plans**

Guaranteed response times, critical spare parts, and technical assistance protect your communications investment. Certified technicians and design specialist team with you to proactively identify problems and minimize downtime.

### ▶ **Cabling Solutions**

Digitech enhances telephony solutions with voice, data or fiber optic cabling systems that are certified and documented. This includes internal office or external site-to-site solutions.

### ▶ **CCTV Security Systems**

We provide a long range of video security equipment including several lines of digital video recorder systems (DVRs), video capture boards, CCTV security cameras, CCTV camera lenses and related CCTV camera accessories.

### ▶ **Satisfaction Guarantee**

Digitech offers its' customers a 100% satisfaction guarantee for all work performed and on all systems and solutions provided.



## **Capitalize on Our Experience**

Experience counts when you need a customized communications solution. No other inter-connect company has the experience in design, installation, and maintenance services and support than Digitech Incorporated.

Our clients demand quality communications solutions. From strategic resources to lowered operating costs, improved customer service, and improved sales, our customers depend on us to develop applications and solutions. Digitech, Incorporated – Digital Technology for Business.



**digitech**<sub>inc.</sub>

4011 W. South Avenue / Tampa, FL 33614

PH: 813.873.1111 / 800.226.1009 FAX: 813.874.9849 WEB: [www.digitechincorporated.com](http://www.digitechincorporated.com)