

A Better Way to Do Business.

Speakeasy Business VoIP combines broadband connectivity, local and long distance phone service, PBX functionality, and conferencing to deliver a complete communications package that saves time and money while helping you compete like never before. **What can VoIP do for your business?**



Work Smarter

Advanced VoIP features improve productivity, deliver a professional image on a tight budget, and give you unprecedented power to stay connected to customers and investors.

Web-based Administration

Manage your entire VoIP system from any location through an easy-to-use web interface.

Click to Dial

Highlight any number in your web browser—or choose a contact from your address book—and simply click your mouse to dial the call.

Voicemail as Email

Receive voice messages as email attachments with Caller ID information in the subject line. Save messages for as long as you like, and forward them to anyone.

Total Control

Decide who can reach you, when, and how. Give out one business number and program it to follow you to any phone or phones you choose. Make calls from the road and appear to be calling from the main office.

Auto Attendant

Don't have a receptionist or 24-hour call center? Use this feature to greet callers and route calls to individual employees or voicemail boxes.

"Speakeasy Voice over IP is more efficient and cost-effective, and the feature set is much more extensive than anything you can get with a traditional phone system."

- Carey Fujii, Director of Operations, DocuSign

As the e-commerce boom and bust fades into history, success in today's "reality phase" of internet-based business requires a well-conceived idea and the ability to respond to an ever-changing market of increasingly savvy consumers.

Speakeasy Business VoIP can help e-commerce businesses stay nimble and work smart to mitigate financial risk, manage change, and provide excellent customer service.

Value

Avoid phone company hassles by getting reliable voice service from your broadband company. Enjoy a professional business phone system with minimal start up costs. Because PBX functionality is hosted, all you need is connectivity from Speakeasy, IP phones, and a voice gateway. Plus, unlimited calling plans enable toll-free calling to 22 countries and 48 states.

One Provider for Broadband & Voice

Get the connectivity you need and enhance its value by using the same line for phone service too. Pay just one predictable bill, and call one dedicated support technician when you have questions.

Flexibility & Scalability

Customize the right mix of hardware, license types, and calling plans and make changes as your needs change. If your business grows or needs to downsize quickly, Speakeasy Business VoIP makes it easy to add or remove phone seats.

To learn more, contact Speakeasy Partner ITS at 630.420.2550 or www.teamITS.com.


speakeasy® Communications Simplified™



“As a forward-looking company, we have a tendency to be interested in future technology. Voice over IP is more efficient and cost-effective, and the feature set is much more extensive than anything you can get with a traditional phone system. Our Speakeasy service has been extremely reliable, so now we have the confidence to try things we wouldn’t even have dreamed of in the past.”

— Carey Fujii, Director of Operations, **DocuSign**

Headquartered in Seattle, DocuSign offers the nation’s leading electronic signature solution, a legally defensible means acknowledging agreements. Founded in 2003 as a shoestring start-up, the company now has thirty employees and expects to double in size by the end of 2007. DocuSign calls its phone system “the life blood of our business” and relies on Speakeasy Business VoIP for sales, technical support, and all internal communications.

	CHALLENGE	SOLUTION	RESULTS
DEPENDABILITY	With their previous Voice over IP provider, DocuSign experienced multiple outages of 4 or 6 hours and frequently had difficulty reaching a customer support representative. DocuSign chose Voice over IP in part for the advanced functionality.	Speakeasy offers robust service level agreements and 24-hour support, with dedicated business account management. DocuSign enjoys uninterrupted service and immediate response when they have questions.	Now that they can count on their basic phone service, DocuSign feels comfortable experimenting with advanced VoIP features , allowing their Speakeasy system to work harder for the company.
FEATURES	Unfortunately, their previous VoIP provider never even managed to get their call center routing tree set up properly.	Speakeasy provides the right application platform for the right results. DocuSign now enjoys trouble-free Call Center routing, and uses call forwarding to cell phones to keep tech support agents available when they’re on break or at lunch.	DocuSign continues to “play games” with their phone system, improving productivity and taking advantage of easy web-based management tools , such as outbound calling from our web application.
BUSINESS CONTINUITY	As a nationwide business heavily dependent on their phone system, DocuSign is concerned about business continuity in case of a disaster or other major service interruption.	Speakeasy hosts Business VoIP on a nationwide multi-redundant private fiber network. In case of line failure or disaster, callers to Speakeasy VoIP customers will never get a busy signal and voicemail will continue to operate. This is not the case with a premises-based PBX solution.	If service fails, DocuSign can call Speakeasy or log in to the web portal to forward calls to another location or to individual employees. If internet connectivity is available at an alternate location, complete service can be restored in hours , rather than the weeks it can take for PBX re-wiring.

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“Speakeasy’s solutions allow us to focus on our core business, without wasting time and resources on dealing with unreliable connectivity and maintaining our own phone system. The advanced VoIP features, like auto-attendant, voicemail to email, and remote office allow us to work in a professional and efficient manner in the office or on the road. And it’s all manageable from an easy to use web interface.”

— Daryn Nakhuda, Chief Technology Officer, **Spam Arrest**

Spam Arrest develops and sells a popular spam blocking web application. With only seven employees, the company initially tried using individual VoIP accounts from a residential provider, but soon recognized the need for a business-class system. After an unsatisfactory experience with another provider, they came to Speakeasy seeking a better solution. Because of their extensive data throughput needs, Spam Arrest was the first Speakeasy customer to run hosted Business VoIP over a 3.0 Mbps Bonded T1.

	CHALLENGE	SOLUTION	RESULTS
FLEXIBILITY	Spam Arrest is a small company with a heavy workload. They don’t have a receptionist or extra time to manage a phone system, but they still need a professional public image.	With Auto Attendant, Spam Arrest can present itself as one cohesive entity, rather than having individual direct dial numbers for each employee. Web-based controls allow easy customization of the system from any location, without maintenance costs or rewiring.	With minimal start-up costs, Spam Arrest radically improved their communications system and polished their business image. Speakeasy provides unified voice and data services, plus a Dedicated Business Account Manager. “Speakeasy support is 100 times better than the other options,” says Nakhuda.
PORTABILITY	Spam Arrest employees often work from home and sometimes travel for work. In the future, the company hopes to institute a completely decentralized work model, with all employees working from home.	Remote Office allows employees to make VoIP calls from any phone—including a laptop softphone—using the web portal. No matter where employees are, calls appear to come from one central office.	For work-life balance or greater productivity, Speakeasy Hosted Business VoIP gives Spam Arrest freedom to explore remote worker options, without jeopardizing professionalism.
WORKFLOW	Although they don’t publicize phone support, Spam Arrest receives calls every day from customers all over the country.	With Speakeasy VoIP, Spam Arrest can send voicemails from customers straight into the support queue as emails. Support requests received by phone stay organized in the order they were received, along with the much larger number of requests that come in via email and live chat.	Spam Arrest employees enjoy improved workflow and ease of reporting. Plus, by choosing premium calling plans for all employees, Spam Arrest controls return calling costs with unlimited long-distance minutes to 22 countries and 48 states.

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