

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 give you unprecedented power to stay connected to clients, even when employees are on the road or working remotely.

Voicemail as Email

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

Work from Anywhere

The Remote Office feature can extend your VoIP services to any location with a broadband connection. Employees can place calls from remote phones while showing the business line on Caller ID and billing calls back to the office.

One Number

Enable employees to give out one business number that follows them when they're on the road or working from home. Calls can ring simultaneously or sequentially at up to five additional phones.

Total Control

Selectively accept or reject calls from specific numbers. Easily program distinctive call waiting tones or ring cadences for key contacts. View detailed call logs and click-to-dial any number.

Coordinate Multiple Offices

Share a single voicemail system, free 4-digit dialing, and call forwarding between sites.

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- Riley Sheehan, Merge Design & Interactive

Businesses focused on media and communications—whether their niche is design, advertising, public relations, marketing, or publishing—have a critical need to present a savvy professional image. Speakeasy Business VoIP delivers a high-performance communications solution loaded with advanced features that can increase client satisfaction, support collaborative projects, and boost productivity.

One Provider for Broadband and Voice

You send and receive large files all the time. Now you can get the business-class broadband you need from Speakeasy and enhance its value by using the same line for phone service too. We offer a range of DSL, T1 and Bonded T1 options to meet your needs.

Reliability and Call Quality

Constantly challenged to meet tight deadlines, you need service you can count on. Speakeasy offers robust uptime guarantees and manages Quality of Service to ensure call quality. Our nationwide private IP network is optimized for both voice and data, with VQ technology to prioritize voice information over data so calls are clear even when you're downloading large files.

Affordable and Easy to Administer

As a hosted solution, Speakeasy Business VoIP requires minimal start-up equipment and no maintenance. Receive one reasonable monthly bill, slash long distance costs, and manage your system from anywhere through an easy-to-use web interface.

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


speakeasy® Communications Simplified™



“In the design and technology field, quality of service and uptime are critical. With Speakeasy Business VoIP, I feel confident as a business owner that my internet service and my phone service are going to be there every day. It’s also nice to be using the latest technology. Our clients know that we’re on the leading edge of not just the things that we build, but also the technology that supports our work.”

— Riley Sheehan, President & Owner, **Merge Design & Interactive**

Merge Design & Interactive is a design and development firm based in Chicago. Founded in 2004, Merge provides web development and award-winning creative services for both print and web. They serve a wide range of clientele, from startups to Fortune companies, and their web and software development solutions range from brochure websites to enterprise web applications, with a focus on using Microsoft technologies. The rapidly growing Merge staff expects to double by year-end. www.mergeworld.com

	CHALLENGE	SOLUTION	RESULTS
RELIABILITY	Merge experienced multiple issues with the local phone company, including poor customer service, slow installation, and outages. “It was always a real headache to get problems addressed,” Sheehan recalls.	Sheehan had experienced Speakeasy reliability and customer service at home, as a DSL and Home VoIP customer. “I knew the service was of quality,” he says. “It was an easy decision to make.”	Merge enjoys dependable service that makes sense for their business. Speakeasy even provided a “drop-dead” installation date to help them plan a smooth transition.
MOBILITY	Constantly on the move, Merge staff members need all the help they can get to stay accessible and responsive to clients.	Staff members can use the out-of-office assistant to forward calls to their mobile or home phones, and they can maintain multiple voicemail greetings to use as needed. Plus, everyone in the office uses the Voicemail as Email feature.	“We don’t have to forward all our calls every time we’re out,” says Sheehan. “We’re always in touch. The instant one of us gets a message, we see it in our email and we can listen to it right there.”
VALUE	As a busy design and development firm, Merge needs broadband that can handle huge file transfers, phone service they can count on, affordable long distance to stay connected to remote customers, and responsive customer support.	With Speakeasy, Merge gets complete communication services, with a manageable bottom line. When questions arise, they can get an “almost instantaneous” response by submitting an online ticket through MySpeakeasy, or they can contact their Dedicated Business Account Manager directly.	Merge saves hundreds of dollars every month compared to other options they’ve explored, and with low long distance rates, employees never have to worry when they call customers in another state or country.

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“When you look at all-around value, Speakeasy is unbeatable. The service is reliable, you get a lot of value-added services, the costs are reasonable, and the customer service is through the roof. I wouldn’t let anybody even talk to me about choosing anyone else for Voice over IP or T1 service.”

— Paul Tricoli, President & CEO, **Princeton Transcription**

Princeton Transcription is a medical transcription service. Most of their clients are large physician group practices, and for each client they create a turnkey dictation solution including customized transcription and an electronic medical record management system. The company has more than 100 transcriptionists, most working from home, and a New Jersey headquarters where about ten employees coordinate the business. With employees, clients, and vendors all over the country, almost all their outgoing phone calls are long distance.

	CHALLENGE	SOLUTION	RESULTS
CONTROL	With so many people working from home, Princeton Transcription needs to be able to manage calls efficiently and wants to avoid giving out employee extensions and direct numbers.	With Auto Attendant and Hunt Groups from Speakeasy, callers are quickly and easily routed to the people who can help them, and physicians who need to dictate over the phone can get directly to the digital dictation service.	The system works great and is simple to update. “With the web-based user interface, we can do so many things ourselves without calling anyone or waiting,” says Tricoli.
RELIABILITY	Princeton Transcription has very tight time schedules. Clients are often waiting on medical records so their patients can have procedures done or see the doctor. Service has to be up.	Speakeasy offers solid SLAs, including a 99.99% uptime guarantee for T1 service. In over a year of VoIP service, Princeton has experienced only one outage. It was resolved quickly, and their bill was credited.	“I’ve tried other VoIP services and the reliability was awful,” says Tricoli. “With Speakeasy, reliability is phenomenal, and calls are so clear that people don’t even realize it’s Voice over IP. ”
RESPONSIVENESS	Before they switched to Speakeasy Business VoIP, Princeton Transcription experienced constant billing problems and sluggish customer service from the local phone company.	Customers never get lost in bureaucracy at Speakeasy. With a Dedicated Business Account Manager—one knowledgeable individual who understands their unique needs—Princeton Transcription always gets the help they need promptly.	Princeton Transcription saves about 30% over their previous service with the local phone company , and enjoys exponentially better customer service.

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