Welcome to Our Company

Grow Your Business by Enhancing Customer Satisfaction, Employee Productivity and Profitability

Paul Denaro, GCC Founder and President

Your telephone system is the world's front door to your business. Buying a new system is a bit different from other capital investments. While choosing the right hardware and software is essential, choosing the right service company is even more important. You're not just making a simple commodity purchase, you're entering into a marriage; a 10-year relationship between your company and your equipment provider. You'll be relying on your vendor not only for the initial installation, but for ongoing expertise, updates, upgrades and maintenance of today's highly evolved systems.

GCC supports more than 2,000 of New England's businesses with a team of knowledgeable specialists. We have been committed to designing, installing and supporting business telephone systems for over 30 years. Our employees are a dedicated group with an average tenure of over 10 years. Some have been with GCC for over 25 years...that's stability!

- *24/7 Emergency Service*
- *Call Center Solutions*
- *Call Accounting, Logging & Recording*
- *Installations & Cabling*
- *Maintenance Contracts*
- *Managed Warranty Programs*
- *Comprehensive Service Plans*
- *Adds, Moves, Changes & Relocation Services*
- *Carrier Network Services / Trunking*
- *Local and Long Distance Consulting Services*
- *Voice Over, Music On Hold & Custom Recording*
- *Customer Training & Programming*
- *Voice & Data Systems Backup*
- *Fully Stocked, Company Owned Vehicles*

Since our incorporation in 1979, one constant has remained, "No one brand of telephone system has the right solution for every application." Though all brands have some things in common (Hold, Transfer, Conference, etc.) there is a huge range of capabilities and costs. Some system designs work well for small shops while others are built for high traffic applications. Some models are very feature rich, some work better in a multi-site networked environment. GCC has always offered a full suite of solutions from economical key systems to the world's most powerful IPBX's.

We believe our range of product offerings is the best in the business allowing us to be a valuable consultative resource. Our team of account executives and engineers will work with your company to design a complete state-of-the-art communications system that will be customized to meet your current and future needs. We have a saying, "We should not expect our customer to invest in technology unless it can make them more competitive, productive and profitable." Every system we install is designed with your employees and your customers in mind, and is intrinsically easy to use. GCC will provide complete installation, programming and training to ensure a smooth transition for all users and your business. GCC will also perform biannual database backups, regular maintenance, warranty contracts and all other services to protect your investment and guarantee your telephone system meets your expectations.

The GCC team thanks you for the opportunity and we look forward to providing your company with the absolute finest in telecom products and services.

Comprehensive
End User Training

*The surest way to get the highest
return on your investment*

Every system we install is designed with the customer in mind, and is intrinsically easy to use.
However, effective implementation and acceptance of any new office system requires a structured training program.

When it is time to install your new telephone system, General Communications has the comprehensive resources to make sure all your needs are met. Based on our 31 plus years of experience, we know that in order to get the highest return from your investment, all employees need to be educated on how to fully utilize and take advantage of your new system's capabilities and features.

HOW OUR TEAM WORKS FOR YOU

Prior to installation, your project manager develops your project time line and application solution into a detailed implementation schedule. The functionality of your system is reviewed and activation of various features is demonstrated.

Concurrently, the scope of training needs, curriculum and employee availability are identified, with particular attention paid to mission-critical groups and applications. Next, the system administrator is selected and training classes are scheduled. Systems are programmed as discussed and "burned-in" prior to installation at our testing lab.

To insure a smooth transition, GCC holds a variety of on-site training classes for employees, where they are educated on system features and capabilities. In addition, for on-going reference, they are provided user guides and quick start summary cards.

After all components of your solution are installed and functional, GCC can make adjustments as needed and provide on-going support in many ways; ranging from a 24/7 service response center, additional training classes and educational seminars.

GENERAL COMMUNICATIONS

- ☑ *Experienced People*
- ☑ *Exceptional Service*
- ☑ *Expert Advice*
- ☑ *Easy To Use Technology*
- ☑ *Extraordinary Value*

Experience Counts.

Whether you have a single office or a multi-networked enterprise, General Communications delivers customer satisfaction and proven technology.

VOIP & DIGITAL TELEPHONE SYSTEMS

Partial List of Features/Applications:

- VoIP & Digital Business Telephone Systems
- Unified Communications
- Voicemail/Visual Voicemail
- Mobility
- Call Center Solutions
- Call Accounting & Logging
- Call Recording
- Computer Telephony Integration

- Audio/Video Conference Bridges
- Overhead Paging
- CRM Integration
- Auto Attendant/IVR
- Auto Appointment
- Music On Hold
- Screen Pops
- Voice Over & Custom Recordings

PROFESSIONAL SERVICES

- Installations
- Voice/Data Cabling
- Adds, Moves, Changes & Relocation Services
- Voice/Data Systems Backups
- Multi-site Networking

- 24/7 Emergency Service
- Maintenance Contracts
- Managed Warranty Programs
- Customer Training & Programming
- Comprehensive Service Plans
- Carrier Network Services/Trunking

24/7/365 Emergency Support

"Relax, You're Covered."

Managed Services

With Managed Services, one monthly bill takes care of it all.

THE 1, 3 OR 5 YEAR MANAGED SERVICES PROGRAM INCLUDES:

- All software releases and updates for the term of the plan
- Unlimited program changes and fine tuning of system during the first 60 days of service, and up to 12 remote programming changes per year
- Liaison with carrier in the event of a failure of service or a dispute of a problem's origination
- Resolution of wiring and cabling problems installed by GCC
- Initial classroom-style training of all personnel and personal training of key answering position(s), and up to 4 hours of additional training per year
- Non-emergency repair or replacement of defective equipment for term of the agreement during normal business hours
- Replacement of defective base cords and handset cords
- Switches, infrastructure materials and non-system branded products provided by GCC have a one year warranty
- 24-hour ShoreTel factory advanced replacement for major components
- Emergency service for major system failures 24/7/365
- Set up of 2 sample visual voicemail seats with training of system administrator for deployment of balance of seats
- Travel charges, carrier or liaison work
- Predefined hours per month or year for system adds, moves and changes
- Bi-Annual Database back-up and inspection of batteries UPS systems
- Annual inspection of ShoreTel server including updates and patches
- Phone Bill analysis as customer requires

MANAGED SERVICES DOES NOT COVER:

- Service on equipment not provided by General Communications (even if the product contains GCC provided hardware or software)
- Problems caused by lightning, power surges or physical abuse
- Additional equipment, moves or changes
- Applicable taxes

*After 60 months, the price to continue with service is reduced by a considerable amount.

Contact Us To Find Out More About How Managed Services Can Benefit You
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