

Welcome to Zeracom

Zeracom is the award-winning business solutions provider and recognized leader in design, implementation, and support of voice and data networking. Zeracom's high performance business solutions improve our customers' productivity and profitability with user-friendly, advanced, state-of-the-art communication technology.

At Zeracom, our dedicated team of professionals has a zeal for satisfying customers and exceeding their expectations. That zeal was recently reflected in our name change from InterTelCom to Zeracom, which is now synonymous with all aspects of high performance business solutions—IP telephony, unified communication, data networking, structured cabling, wireless data, video conferencing, local and long-distance telephone service and high-speed Internet connectivity.

Beyond the technology is our staff. Zeracom has built an exceptional "Z-Team" of certified and trained technicians with more than 200 combined years of experience in different technology fields. Our primary purpose is to help our clients achieve success by providing industry-leading high performance business solutions and services—on time, every time—while exceeding their expectations.

Business leaders recognize the critical need for a dependable technology partner that combines leading technology with top quality service and support. At Zeracom, we strive to become your trusted technology partner and single point of accountability for critical business communications.

Zeracom's commitment to operate by these principles will assure the continued success of our business and sustain our position as the recognized industry leader.

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"Z-IP" Practical Convergence

At Zeracom, we take a practical approach to IP-Telephony. With Zeracom as your technology partner, you will receive the expertise to evaluate, engineer, and implement a practical and cost-effective convergence strategy. Zeracom's Z-IP solutions support both packet-switched and circuit-switched technologies while co-existing with your current network infrastructure. Zeracom's practical convergence strategy will help your business achieve optimum user convenience and operational efficiency and will future-proof your investment in converged technology.

ZERACOM
People. Purpose. Performance.

High Performance Business Solutions

High Performance Business Solutions



Our Solutions

IP Telephony

IP Telephony—Zeracom will assist you in selecting a properly designed telephone system, which supports both packet-switched and circuit-switched technologies. Featuring best-of-class business partners and the leading team of telephony engineers, Zeracom will custom design a communications platform that will future-proof your investment in today's technology.

VoIP Networking

Zeracom is the recognized leader in VoIP networking. Using our practical convergence philosophy, we engineer VoIP networks that create a seamless converged voice and data network connecting your remote office locations while utilizing your existing network infrastructure. With Zeracom as your technology partner, you can expect industry leading solutions and bottom-line results.

Data Networking

Zeracom is the one-source technology partner for networking projects that include converged voice and data networks, LAN and WAN design, network management, e-mail, Internet, router, VPN, network security, and firewall configurations.

Structured Cabling

Professionally installed and maintained cabling is the essential foundation of every telephone and computer network. Studies show that over 20% of computer network failures stem from faulty cable issues. Zeracom is staffed and equipped to tackle any cable project in a professional and cost-effective manner.

Wireless Data

With current wireless technology, remote data access and office mobility are cost-effective realities. Zeracom provides wireless data solutions for local area networks, GPS Vehicle Tracking and remote telemetry applications.

Productivity-Enhancing Business Tools

PRI Digital Trunking (ZeraPipe®)

With a high performance ZeraPipe, business communications are enhanced and more affordable. A ZeraPipe will provide Calling Party ID, and (DID) Direct Inward Dialing—a call routing solution that allows a call to ring directly to your extension without the cost of a personal telephone line to your desktop.

Computer Telephony Integration (CTI)

Integrating computers and telephone systems improves your capability to serve your clients. CTI can be implemented at the desktop, workgroup and enterprise level and when combined with CRM applications businesses realize increased productivity and customer satisfaction.

Unified Communications (UC)

Unified communications provides users with the ability to unify voice mails, e-mails, and faxes in one inbox location, such as Microsoft Outlook, ACT, Goldmine, or other compatible CRM applications.

Automatic Call Distribution (ACD)

A properly designed call center enhances operational efficiencies and customer satisfaction by assuring that customers quickly reach the right agent automatically, based on caller input, DNIS, DID, or calling-party ID. Zeracom will design a cost-effective call center solution for your business, which enhances both agent and customer satisfaction and protects your market share.

Video Communications (VC)

Implementing a video conferencing solution will provide an effective alternative to costly business travel. Other Zeracom video solutions include wireless IP-based cameras and software designed for surveillance applications. When you choose Zeracom as your video communications expert, we will work with you to provide a video solution that is right for your business.

Managing Your Communications

Support

Service

Data Network Analysis and Support

Zeracom IT professionals will assess the current state of your company's data network environment—documenting the components, topology, and design of your existing computer network and determining their functionality and interaction. The result is a comprehensive overview which summarizes your network in a series of charts, graphs and tables used for network management.

A **Zeracom Wellness Examine®** will allow a company to prepare for fast growth and dynamic changes in technology while providing a foundation upon which growth can be planned and managed even if the network is currently fragile.

Our other data networking professional services include:

Networking Support

Router, firewall VPN and switch configuration and support

On-Site Support

IT professionals to keep your file servers and PC users working at top performance

Project Management

Professional IT support to facilitate your complex IT projects

Regional and National Accounts

Our unique capabilities enable Zeracom to institute a standardization process that multi-location companies require. As an industry leader, Zeracom has cemented lasting partnerships with each of the global manufacturers we represent. Our stringent business practices are designed to implement and service successful regional and national account programs.

Communication Analysis and Support

Zeracom is renowned for recommending the most robust and cost-effective telephone company connectivity. We have achieved this reputation because we completely evaluate your current circuits and network infrastructure. Working directly with all local telephone carriers, Zeracom is positioned to provide a competitive and unbiased evaluation. We become the central contact between your organization and the carrier you select. This total system approach gives you the most effective diagnostic and problem resolution interface available and a single point of contact for all communication issues.

Our analysis and support services include:

Local, Long Distance, and Internet Facilities Management

Zeracom will design proper trunking facilities and coordinate the installation of all voice, data, and video communication circuits. Zeracom negotiates for your benefit on an ongoing basis with carriers. Goals include increased savings, enhanced billing and timely service implementation. Zeracom is the central point of contact for your communication needs including service interruptions, diagnostic testing, and general information.

Telecom Audits

We conduct complete telecommunication audits to document the existence and utilization of every circuit. Substantial reductions in monthly recurring costs can be realized by a thorough examination and verification of each line-item cost.

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