

Maximize your telephony investment with DCi's intelligent solutions approach. Before we begin recommending telephone systems, we ask business questions. We take the time to learn about your company's voice communication needs, goals, and desires. Then, we start planning the system that matches who you are today...and who you want to be tomorrow.

Consulting

Maybe our most valuable offering is our knowledge and experience. We've installed systems to accommodate VoIP, conference bridging, IP telephony, and much more. But our goal isn't to overwhelm you with technology. Rather, we want to be your telephone systems technology partner. DCi can assemble the telephone system that makes sense for your business. And, we provide the ongoing expertise essential to maximizing your investment and staying ahead of change.

making connections:

Creating a multi-tiered call center for sales and tech-support using automatic call distribution, DCi helped one client quickly ramp up to support several thousand new clients.

Telephone system design

We have designed telephone systems to fit the needs of small boutique business and sprawling call centers—and everything in between. When you partner with DCi, you get a telephone system that meets your needs and anticipates growth.

Telephone sales, service, and installation; AVAYA business partner

As an AVAYA business partner, DCi offers some of the most advanced telephone system technology available anywhere. More important, we install—and service—what we sell. That means that after your AVAYA system is in place, you know whom to call with questions, or for ongoing service, system enhancements, and additional installations.

Call center solutions

In a business where time is money, rapid, professional system installations help hasten success. Installing intelligent and robust call center telephone center is a DCi specialty—and our experience includes several centers throughout the mid-Atlantic.

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voice solutions

- Consulting
- Telephone system design
- Telephone sales, service, and installation; AVAYA business partner
- Call center solutions
- Voice mail integration
- Mobile phone system integration

about DCi

Founded in 1997, DCi has grown to include offices in Baltimore, MD and Mt. Laurel, New Jersey, more than [# goes here] employees, and customers—from small boutique businesses to corporate offices and call centers with complex telecom needs—throughout the mid-Atlantic region. We've built our reputation on an ability to listen closely to customer needs and provide telecom solutions that are cost-effective, job specific, and powerful. We represent numerous technology providers, provide full installation and maintenance support for the systems we implement for you, and offer a variety of financing options designed to accommodate your business needs.

VOICE *continued*

Voice mail integration

For most organizations, voice mail is the frontline of customer contact—and a critical link to sales and service personnel. Let DCi integrate voice mail into your organization's telephone system in ways that maximize the profit potential at both ends of the call.

Mobile phone system integration

Today, mobile phones and wireless handhelds are a fact of business life, and smooth integration of mobile communications devices into office systems can be the lifeblood of business success. DCi can help.

Contact us right away to find out how we can help untangle your telecom needs and connect you with solutions that work for you.

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other services: We offer a turnkey solution to your telecommunications and connectivity needs. More important, we partner with you to provide solutions that are best for you...today and in the future.

DATA

- Consulting
- PCs and servers—sales, service, and installation, representing Compaq, Dell, and HP
- Peripheral systems
- IT outsourcing
- Network management
- Desktop/server support
- Application support
- LAN/WAN management
- Network planning and architecture
- Resource planning

NETWORKING

- Consulting
- Premise wiring
- Wireless data/voice
- Paging systems—configuration, wiring, installation

CONNECTIVITY

- Consulting
- Vendor selection
- Installation/cut over coordination
- Product and technology selection based on customer needs
- Mobil phone, wireless handheld systems set up and integration



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Business today moves at the speed of data communications, and every organization's data needs are different. We know. We have installed data systems for companies large and small throughout the mid-Atlantic. We also understand the pace of change. As your data system partner, we help you stay ahead.

Consulting

Understanding information technology systems is a rapidly evolving discipline. DCi acts as your expert partner, helping you work smarter today and anticipate tomorrow. How your data systems function and grow depends on your organizational needs. Let DCi help you stay on the leading edge—and off the bleeding edge.

PCs and servers—sales, service, and installation, representing Compaq, Dell, and HP

We represent, sell, set up, and service PC and server systems designed to keep your business operating at peak performance. We can even install software on terminals and servers, help set access passcode systems, and maintain proper software licensing.

Peripheral systems

Some peripheral systems integrate into office data system networks better than others. Let DCi configure your peripheral systems and locate shared machines to maximize office needs and data efficiencies.

IT outsourcing

DCi can become your information technology department, managing your IT needs and keeping systems up to date with cost-effective, industry-standard solutions designed with your specific needs in mind.

Network management

Customers seeking an outside partner for network management support depend on DCi's experience and timeliness.

Desktop/server support

Need help with daily desktop and server support? With DCi, help is just a call—or an email—away.

Application support

Complex software applications sometimes take support from experts. When DCi customers have questions or problems, they know where to turn.

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making connections:

We recently built a global virtual private network that connects multiple offices all over the planet through the Internet.

LAN/WAN management

Network management—whether local or geographically dispersed—is essential to a smoothly operating organization. DCi helps customers manage their networks for maximum efficiency.

Network planning and architecture

How you design your data network depends on how your business functions. With our emphasis on getting to know customer needs, we offer network planning that is as unique as your business.

Resource planning

DCi helps customers determine timelines for implementing data systems that can expand as needs grow—and as resources come available.

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Data networks, email, telephone systems, WiFi zones, intranet, and web access—all of your internal communication systems should work together, and they must connect to the wider world. DCi connectivity solutions help you sort through providers for the one that best suits your business. And, we configure, install, and coordinate your switch over to a new connection that makes the most sense for your success.

Consulting

DCi connectivity consulting provides you with ongoing access to expertise on every aspect of the rapidly converging world of digital communications. Does it make sense to implement IP telephony? Is your WiFi zone secure? How should you manage web access? Do different business need different kinds of connections? What's the difference in connectivity vendors? We can help.

making connections:

DCi established ship-to-shore communications for a network of ocean-going ships, which allows them to send and receive phone calls and data anywhere in the world.

Vendor selection

Think all connectivity vendors are alike? Think again. DCi connectivity experts get to know your business first, and then we recommend options that address your needs and budget. We'll explain the options and make informed recommendations.

Installation/cut over coordination

From initial planning meetings through final cut over to new systems, we oversee the orderly transition from your existing vendor to new and improved communications technology.

Product and technology selection based on customer needs

Speaking of technology, our personalized approach helps us recommend products and technology that optimize your organization's connectivity investment. For example, a company that conducts frequent phone conferences can be a good candidate for IP telephony, while another company may not realize the same cost/benefit ratio.

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CONNECTIVITY *continued*

Mobil phone, wireless handheld systems set up and integration

Digital communication is increasingly wireless, so it makes sense to partner with a telecom expert that can integrate into your connectivity solutions WiFi products and systems that anticipate trends to your benefit. DCi understands.

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DCi works with you to design and implement a strong, secure network foundation that reflects your business needs as it improves internal processes and employee communications, enhances customer service, and streamlines operations. Our industry-standard networking, wireless, and voice solutions come with DCi's trademark service and support.

Consulting

As your networking partner, DCi consults with you to implement solutions that are designed to grow as your business grows. Ongoing system support and enhancement is part of the relationship when you partner with DCi's network consulting experts.

Premise wiring

We offer premise wiring services that help your personnel get online and working quickly and efficiently. No matter what kind of facility you are located in—from high-rise tower to historic building and everything in

between—DCi's network installation personnel are expert at neat, architecturally sensitive wiring solutions.

Wireless data/voice

Offering seamless integration of wireless data and voice networking capabilities into your location, DCi networking experts can help you take full advantage of the latest wireless technologies without the hassles.

Paging systems—configuration, wiring, installation

How your organization uses paging depends on your business needs. And DCi can help configure, wire, and install the paging system that is integrated into your other network—and your business model—so that it reflects and supports your unique needs.

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making connections:

DCi cabled all (number goes here) floors in a (city name goes here) high-rise office tower, linking several hundred connections per floor through a high-speed, redundant fiber network.

NETWORKING *continued*

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