

# Telephony News



COMMUNICATIONS SYSTEMS

## Gregg Corporate Overview

Since 1967, Gregg Communications has specialized in helping business clients improve communication and service to their customers while dramatically increasing the productivity of their employees.

**We do this by analyzing the needs of the client, and providing thoughtful and expert recommendations.** We supply the latest telephone system technology solutions, along with the training and on-going support to enable our clients to maximize the benefits that these powerful solutions offer.

## Gregg to launch new website in January

The highly anticipated renovation combines a 360 degree look at VoIP communications, while sporting a brand-new tech-savvy image. Fully loaded with access to all-encompassing product information, industry research, and real-life customer stories, this is your one-stop-shop for useful data on the ever changing industry.

Alas, a true researching tool in the telephony world is born.

Set to launch January 7<sup>th</sup>, the website will provide a portal for virtual communications with experts. No more irritating sales calls from filling out a "white paper." With Gregg Communications, a simple inquiry will initiate a SINGLE timely phone call response from a highly-trained professional armed with the most accurate and relative information available for you. For more information on this feature, visit [www.greggcomm.com](http://www.greggcomm.com) and select "Request a Proposal."

### The Leading Products Gregg Communications Represents

*Shoretel* – IP Telephony



*Shoretel's most elite partner tier!!*

*Star2Star* - Internet Telephony



*Zultys* – VoIP Solutions



*EtherSpeak* – SIP Trunks



*Vertical & Comdial PBX/VOIP*



*Sonexis* – Audio & Web Conferencing



*Oaisys* – Call recording tools



*Syntellect* – Contact Center Solutions



*Fax Back* - VoIP Fax Solutions



*Call Copy* – Call Recording





Screen shot of Gregg's new homepage.

## Gregg's vision is simple.

We designed our new logo to reflect this, with three sound waves emanating from the "e".

We call it "e3", and it represents what our employees strive for in every interaction with our customers and suppliers:

### What to Look out For

*SIP Webinar (register today)*

Chicago Seminar

Shoretel IP Telephony

Wave IP Telephony

Call Center Solutions

Lombard Seminar

Shoretel IP Telephony

Wave IP Telephony

Call Center Solutions

To check dates, availability or to register, please contact::

Mel Sears @ 630-706-8210 or [msears@greggcomm.com](mailto:msears@greggcomm.com)

### "e3" — *e*xperience *e*xcellence from **EXPERTS**

- The customer **experience** is a pivotal component of success for any company in the service industry. Gregg Communication's customers benefit on an on-going basis from the unwavering resolve of Gregg's team to provide an exceptional customer **experience**.
- "We are what we repeatedly do. **Excellence**, then, is not an act, but a habit." Our customers have found these profound words capture the essence of who we are and what we do at Gregg Communications.
- Since 1967, Gregg has acquired the proficiency to be acknowledged, by our customers, suppliers and our peers, as an elite **Expert** in our field. This enables us to exceed our *customers'* expectations for the quality of the products and services that we provide.

For over 40 years, from the leading manufacturers we have chosen to represent, to the services and support we have provided, exceptional quality has guided every aspect of our relationship with our customers. As a result, Gregg has been recognized for outstanding support of our customers, including a **Customer Satisfaction rating of 98.7%**.

"e3" **Experience Excellence from EXPERTS** — with Gregg Communications, you know what you're getting. That is why the Telecommunications Manager at one of the largest banks in downtown Chicago described Gregg Communications as, "**The standard by which all others are judged**".

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