





### Services and Solutions

At Communications Systems Management, Inc., we take a long-term approach to addressing our customers' communications challenges with solutions tailored to their specific business needs. Whether it's a system upgrade or deployment of emerging technologies, CSM has the industry relationships and expertise to provide the highest quality service possible. Drawing from a full range of professional and technical solutions, we provide:

- **IP Telephony Solutions.** CSM offers Converged Voice and Data Networks utilizing solutions from vendors such as Siemens, Cisco, Adtran, Tadiran and Vertical Networks to help companies integrate voice, video and data with mission-critical applications on IP and other networks.
- **CRM Enterprise Solutions.** Using both technology and strategy, CRM increases an organization's level of efficiency in meeting customers' needs through innovative communications solutions such as unified messaging, fax on demand and web browser interfaces.
- **Call Center Applications and Equipment.** CSM offers comprehensive Call Center solutions to help companies retain their customer base through fast and efficient customer response and new ways of transacting business.
- **Multimedia Customer Interaction Software.** CSM offers multimedia customer interaction recording, evaluation, performance analysis and e-learning management solutions.
- **Conferencing Equipment for Video and Voice.** Through strategic alliances with industry-leading vendors, CSM offers top-branded conferencing and video products.
- **IP Certified Technicians.** With trained and certified technicians we provide the highest quality service and quick response to customers' needs, from staff augmentation to outsourcing.
- **Customized Support Agreements.** We provide support programs that guarantee a two-hour response time and flexible and creative maintenance alternatives. With a substantial equipment inventory, presence in the secondary market and as an authorized reseller for vendors such as Siemens, Tadiran and Cisco, CSM can obtain new or refurbished parts quickly to keep systems running.
- **Nationwide Installation, Project Management and Maintenance.** CSM offers service to customers across the nation. In addition to its own staff, CSM has dependable industry relationships and can call on our vendors own technical force, other Business Partners and industry association members.
- **Remote Network Monitoring.** CSM provides complete systems' monitoring off-site to keep your communications up and running.

#### Overview:

In today's customer-driven economy, your communications network is a strategic force in driving your business. At CSM, Inc., we have the people, products and processes to meet our customers' business needs by providing trusted business communications solutions. Our commitment to providing total customer service means we partner with our customers to help them maximize their investment in their networks — now and for the future.

We offer a full range of services to help customers plan, design, install and maintain voice and data networks that work — and work together. CSM helps you optimize your systems by delivering custom, affordable, single-point-of contact solutions supported by industry-leading services, top-branded products and industry specific technical expertise.

CSM's trained and certified engineers, technicians and market specialists support the communications systems of organizations of all sizes in a wide array of industry sectors. With customized maintenance contracts and the ability to deliver products and respond to customers' needs quickly, CSM gets the "basics" right. It all begins with listening to our customers, understanding their business—and ours—to deliver the right technical solution, in a trusted environment.



## Corporate Overview

- **Unified Messaging.** CSM supports a wide array of messaging solutions, and will help plan, design, install and maintain your systems for maximum effectiveness. Unified messaging enhances the ease and speed of communication from multiple and remote locations for more efficient and cost-effective communications. We also offer a suite of tools to help you analyze your ROI when you implement verified messaging solutions.

- **Advanced IP Networks.** CSM delivers advanced IP-enabled communication and contact center solutions with tools for effective management, and applications for improved productivity, efficiency, and information flow throughout the enterprise.

- **Wireless Solutions.** CSM designs and implements voice and data wireless networks to provide mobility and remote office worker solutions to our customers.

“We selected CSM in 1993 when faced with a major revamping of our call center.

It was important to be working with an organization who understood our business objectives, the product portfolios, and the development roadmap. Of equal importance in our selection of a partner was a proven track record of professional project management that resulted in delivery on time and on budget.

CSM was able to deliver as promised. The deployment was choreographed and executed seamlessly with no interruptions to business.

Our ongoing partnership with CSM over the last fourteen years for our communications endeavors is a testimony to their superior performance.”

**- Helen Pullman**  
*Vice President*  
*The Johnson Smith Company*



### Maximizing Your Communications

As a single-point-of-contact services provider, we take a “big picture” approach whether our customers are looking for a new maintenance contract or an entire system upgrade. We provide value through services such as:

- **Professional Services** - Including design and configuration consulting, to determine the best system architecture to satisfy both your business needs and your budget, and project management to ensure financial and time considerations are met. We consult with you to determine your communications objectives and will typically offer several alternatives for how to put together the best system for your needs.



- **Professional Network Needs** - Assessment evaluation of your network and carrier relationships.
- **Providing customized solutions that work for your business at an affordable price.**

## SUMMARY

**Communications Systems Management, Inc.** is a technology company skilled at integrating Internet, traditional & voice over IP telephone systems and data networks for small, mid-size and enterprise businesses. We make technology work together to support your business goals. In addition to 22 years in the business of installing and maintaining voice, data network and security solutions, Communications Systems Management, Inc. offers best-in-class equipment manufactured by Siemens, Vertical Networks, Tadiran, Cisco, Valcom, and Adtran just to name a few.

With today's customer economy and global marketplace, companies are re-thinking how they use existing communications resources - such as the Internet, telephone system and data network. The business challenge is to integrate these separate technologies into a seamless solution. The business goal is to turn every contact with a customer or prospective client into an opportunity and to give customers choices of how and when they are in contact with your business.

After all, a loyal customer is the best return on your investment! At CSM, we understand telecommunication products and services. You know your business and what you want to accomplish. By partnering together, we help to ensure your telecommunications expense is optimized, while delighting your customers and associates.



**Communications Systems Management, Inc.**  
3806 Gunn Highway  
Tampa, Florida 33618

813.349.2100

[www.csmflorida.com](http://www.csmflorida.com)