



Your Connection
to Better
Communication

Four Divisions

Delivering Custom-Fit, World-Class Solutions



ComTec Cloud Services

ComTec Cloud Services provides voice and Unified Communications solutions worldwide. Whether you come to us directly or through a channel partner, our white glove service and dedicated client care will create a great experience for you.



ComTec Unified Solutions & Applications (USA)

ComTec USA is your reliable regional connection for cloud technology solutions and business infrastructure services. We partner with you to design, install and manage a single customized solution to your technology needs.



ComTec Consulting

ComTec Consulting's energy and telecom cost reduction experts are uniquely equipped to optimize your utility costs. Clients get immediate savings averaging 25%, with payment on a no-risk, success-based model.



ComTec Financial Services

ComTec Finance provides tax advantages while offering flexible payment terms on a single monthly bill. You get immediate access to advanced, scalable technologies - with no risks or up-front costs.

A Letter From Our CEO

I founded ComTec 30 years ago with the belief that the efficient exchange of information forms the common thread of any competitive organization. I am committed to making the best decisions for my customers on the basis of what I believe is in the best interest of my clients.

Since our founding, ComTec has been weaving together an expertly tailored set of solutions, harnessing advanced tools to develop custom services. While our commitment to service and creative problem solving remain the same, they now stretch across the globe. We've worked to improve communication in places that need it most, such as hospitals, schools, and non-profits.

I am proud that ComTec is a five-time Inc. 5000 company, as well as partner to a number of technology innovators. Most importantly, I'm proud of the close connections we've formed with our customers and partners!

Sincerely,

Michael Vertolli

President and CEO, ComTec Systems



Our Vision

A Common Thread of Uncommon Service

As your connection to better communication, we are committed to leveraging our expertise to help you reduce costs and grow your business. While other providers may have a few strands of what we offer, not one has the combination of expertise, tools, and commitment to excellence.

Investing in Client Experience

ComTec offers end-to-end service for all of our customers. Unlike other providers, we use an in-house team that is fully dedicated to your needs, from installation through training to ongoing support. Our processes have been developed over decades of experience and real-world applications.

Investing in Technology

We give our customers access to world-class solutions that smaller providers lack the resources and expertise to provide. Our technical consulting team will work with you to determine the best-fit services from our suite of tools and technology partners.



We take complete end-to-end responsibility for our customers – there’s no finger-pointing.”

William M. Taylor, Vice President of Operations

Investing in Your Business

Your bottom line is our top priority. Opportunities to innovate and save are always more plentiful than you may think. Our communication and cost savings experts are equipped with a deep understanding of your vertical and the tools to help your business flourish.

Investing in Ourselves

We pride ourselves on creating an environment where experts want to work, as the long tenures of our team members attest. Our focus on continuous improvement of our skill sets and processes lets us retain talent, which benefits our clients.

**Our exceptional delivery and client care have earned us a
98.7% CONTRACT RENEWAL RATE**

The Customer Journey

What You Can Expect Down the Line

At ComTec, our focus is on communication and risk mitigation. Our team will work with you every step of the way, soliciting feedback, fine-tuning plans, and checking in to ensure that you are closely woven into the process.

This is the journey you can expect when you choose ComTec:



Definition

We hear your goals and refine plans based around your feedback.



Communication

After signature, the project management team communicates next steps and answers your questions.



Preparation

We direct site surveys, confirm your requirements, and conduct network readiness reviews.



Execution

We execute the project with white glove service to ensure the quality of your installation.



Training

We handle on-site training and day-of support to go live without business disruption.



Client Delivery and Acceptance

You provide ComTec with delivery approval, confirming your satisfaction.



Support

The help desk provides ongoing support.



Checking In

A client care representative checks in regularly to ensure your satisfaction and serve as your unbiased point of contact at ComTec.



We were impressed by ComTec's knowledge and insight into our particular needs. We noticed a huge difference on day one, and have continued to be impressed by their service and support."

Peter Casey Wall, Director of Technology and Compliance, Foundation Title

What Our Clients Are Saying

Close Relationships With Clear Results

"The opportunity to replicate our success with no capex provides us flexibility and the ability to move fast. The results have been outstanding."

Todd Hoff, Chief Operating Officer,
Crozer-Keystone Health System
(a division of Prospect Medical Holdings)

Crozer-Keystone is a top healthcare provider with over 500 locations in Pennsylvania.

"I have been involved with many enterprise-level conversions, and this team set a new bar. To port 1,500 lines in a single cutover and not miss a beat was amazing."

Sarah Harvey, Information Service Manager,
Amida Care

Amida Care is a private, non-profit community health plan serving all five New York City boroughs.

Unified Communications (UC)

Custom Solutions for Your Communication Needs

ComTec's enterprise-grade unified communications as a service (UCaaS) and voice services can transform how your business communicates. Offering customizable vertical-specific platforms, we provide the tools you need to increase customer satisfaction and improve your bottom line.

iConnectZX

This easy-to-use unified communications (UC) application brings together voice, video, instant messaging (IM), and a call center. Features that will revolutionize your day-to-day operations include:

- ✔ **Collaboration**
- ✔ **Advanced call center**
- ✔ **Web conferencing with video**
- ✔ **Desktop and mobile clients**

iConnectCCM

Leveraging partnerships with Cisco's powerful BroadSoft platform and Park Bench Solutions, iConnectCCM is designed for mid-market to enterprise organizations. Capable of deep integration with your existing systems, this feature-rich platform includes:

- ✔ **Award-winning unified communications solution**
- ✔ **AI-powered call recording, giving you unprecedented insight into the mindset of your customers.**
- ✔ **Enterprise call center capabilities**
- ✔ **Best of breed management and configuration platform.**
- ✔ **Powerful integrations in a single pane of glass**

and Voice Services



iConnectRX

Custom-fitted to the needs of the healthcare community, our platform enables better patient interaction and eliminates the costs associated with multiple providers. State of the art security measures protect patient privacy and ensure HIPAA compliance.

iConnectRX comes with a variety of features for patients and providers alike, including:

- ✔ **Patient appointment reminders**
- ✔ **After-hours physician notification**
- ✔ **Patient call queuing with real-time statistics**
- ✔ **Mobile nursing softphone with instant messaging**
- ✔ **Remote patient video conferencing**



iConnectEDU and iConnectGOV

This platform is specifically tailored to the communication needs of municipalities, schools and campuses, supplying advanced forms of notification for safety and security. Monitor events and control the messaging while communicating with parents, teachers, students, and employees – all from a single source.

Features include:

- ✔ **Live and pre-recorded emergency announcements**
- ✔ **Emergency lockdown / notification from IP sets and mobile**
- ✔ **Fire alarm notification integrated with LED alerts, TV, and signage**
- ✔ **Event-based door entry and card access integration.**
- ✔ **Two-way radio interoperability with announcements and pre-announcement tones**

Unified Communications (UC)

iConnect2Teams™

With iConnect2Teams™ you can deliver a voice solution that combines Unified Communications and Teams Collaboration

iConnect2Teams™ SIP Trunking

Connect2Teams™ SIP Trunking is a simple add-on to Microsoft Teams that connects your Teams endpoints to the PSTN via ComTec's world-class SIP Trunking. Our highly redundant and available trunking services span 6 datacenters to provide high quality voice domestically and internationally. ComTec's calling plans can be customized to your usage profile, unlike the one-size-fits-all plans offered by Microsoft direct.

- ✔ Save money over Teams Calling Plan
- ✔ Layer in advanced call handling capabilities
- ✔ Secure and redundant switch
- ✔ Add advanced features that extend Teams, such as Call Center and AI-based Call Recording

iConnect2Teams™ Advanced

iConnect2Teams™ Advanced is a cloud service that connects Microsoft Teams to any existing ComTec Cloud phone system. Enjoy the advanced call controls, call center and other features missing from the Microsoft phone system while still using MS Teams as your client. There's no hardware or software to install and it can be set up in minutes.

- ✔ Deep Call Center features
- ✔ Work as you wish by using your choice of UC client
- ✔ Fully managed and maintained in our advanced administration portal
- ✔ Fully integrated fax, call recording, etc.

and Voice Services

Our Results

Legacy Treatment Services

This non-profit that provides a complement of services related to behavioral health and social service outcomes had to coordinate telecommunications across 80 locations.

- ✓ **Cost savings of 20%**
- ✓ **Consolidated billing**
- ✓ **New faster internet**
- ✓ **Consolidated POTs lines**



We value partnerships like ComTec. They took the time to understand our organization. The results speak for themselves.”

Roy Leitstein, CEO, Legacy



We interviewed five top service providers and chose ComTec. I could not have been happier with the execution and services provided thus far.”

Matt Hahn, CTO, Sax LLP

Sax LLP

This top-700 multi-disciplinary accounting, tax, and advisory firm had to accommodate multiple offices and many remote workers.

- ✓ **Secure video calls**
- ✓ **Find Me/Follow Me**
- ✓ **Digital fax/voicemail**
- ✓ **Custom interface**

Premise Infrastructure

Your Enterprise Solution for Business

Our premise infrastructure solutions are best in class, connecting your business with essential services.

Cabling and Infrastructure

Our certified technicians specialize in the design and deployment of performance-structured cabling systems, from panels to patch cords.

Network Devices

ComTec can design, install, and manage a custom network. We supply the best products to meet your size, security, and environmental requirements.

IP Camera Systems

ComTec will design and install an IP camera system: recommending placement, installing equipment, and providing ongoing management.

Mass Notification & Emergency Response Tools

ComTec understands that communication extends beyond normal business communications. Being able to respond to emergencies or reach a large number of contacts on multiple platforms at the click of a button can be a critical need. Our ALERT™ platform allows for just that.

REACH THEM NO MATTER WHERE THEY ARE OR WHAT THEY'RE DOING

Communicate to your clients, employees, and others by the most effective means. Easily incorporate new communication paths as your needs change.

INTEGRATE NEW & EXISTING TECHNOLOGY

Create triggers from existing systems you have in your environment today, or incorporate new triggers such as panic buttons, gunshot detectors, and user-initiated actions.

These triggers can follow simple or complex workflows to communicate with your clients, employees, loved ones, and first responders.



HELP FIRST RESPONDERS HELP YOU

As part of an emergency preparedness plan, send a live building map, camera view or shooter detection location to first responders en route to your organization.

CASE STUDY

Cumberland County Technology Education Center

Thanks to ComTec's mass notification service, this state-of-the-art vocational school gained **better security and faster communication** for students, parents, teachers, and administrators alike.

Helping position the school at the forefront of integrated technology and security initiatives, ComTec's platform provides CCTEC with features such as:

- ✔ **Fully integrated access control of all entrances and alarms**
- ✔ **Phone system integration and emergency alert portal**
- ✔ **HD camera system and live monitoring**



ComTec's integrated mass notification system, combined with Sonitrol's security and safety offering, have delivered the community a state of the art platform that has exceeded all expectations."

Gene Mercoli, Business Administrator
Cumberland County Technology Education Center

Utility Cost Reduction

The No-Risk Solution for Managing Your Telecom and Energy Expenses

For over 30 years, our cost reduction experts have been helping companies optimize their phone and energy expenses. Leveraging transparency, market intelligence, and large-scale buying power, our services deliver savings on a **no-risk, success-based model**.



Transparency

We shop a network of over 200 energy and telecom suppliers to compete on your behalf. With no biases or industry ties, we always work to secure the best-in-class option at the lowest national rate.



Large-Scale Buying Power

Having a portfolio of some of the nation's largest utilities consumers, ComTec is able to leverage large volumes of telecom and energy services to your benefit. Our position drives down prices to levels that you cannot achieve on your own.



Market Intelligence

Using industry knowledge and proprietary tools, our cost reduction experts find final savings by creating a customized strategy based on your unique needs.

Utility Cost Reduction

Electricity, Natural Gas & Telecom Procurement

- ✔ 15% to 35% Cost Reduction
- ✔ Agreements with 100+ Suppliers
- ✔ Leverage Volumes, Expertise and Analytics Tools

Cellular Optimization

- ✔ Customers range 30% to 50% cost reduction
- ✔ No change to carriers, equipment, contracts or term
- ✔ Just Start Paying Less

Energy Renewable Feasibility

- ✔ Review and Integrate Physical, Financial and Green Renewables Lighting, Solar, Battery, Geothermal and Wind Projects



**Our clients
save an
average of 26%**

**from their combined
energy and telecom spend,
with only a few hours'
investment of their time."**

Mike Dalia, President,
ComTec Consulting

Networking and Connectivity

Cloud Solutions for Every Business

ComTec's expertise and commitment to client satisfaction help you define and achieve your goals. Whether installing dedicated fiber or managing disaster recovery, we help you develop an efficient, reliable network.

Circuits

ComTec has worldwide wholesale agreements with many top-tier providers, allowing us to design, install, and maintain high-quality circuits to improve your WAN infrastructure. Custom-fitted for your budget and needs, our on-site solutions are your connection to the outside world, ensuring that your network functions reliably and efficiently. Our billing and inventory platform allows for ease of management and inventory control via a unified portal.

SIP Trunking

ComTec's SIP trunking services are built to integrate with existing NEC, Avaya, Mitel, and other systems to allow for a level of flexibility and scalability that premise-based phone systems can't achieve on their own.

SD-WAN

A forward-thinking protocol for application-based routing, SD-WAN (software-defined wide access network) enables you to run cloud-based applications while ensuring the integrity of your users' security and experience.

Financial Tools

Operating Solutions on Your Business's Terms

ComTec's financial experts save you time and money by wrapping up your services into one simple monthly operating expense. With flexible payment terms and access to the latest technologies, our operating solutions maximize achievement of your goals without the up-front costs.



ComTec Financial Services was developed to provide flexible financial options to our clients without the need for mountains of paperwork.”

-Frank Allison, Controller

Scalable Technology

ComTec's industry-leading suite of voice, video, and cloud services gives you the flexibility to scale up or down as needed. Our experts will work with you to ensure you get exactly the right tools for your goals.

Tax Advantages

ComTec's financial services can deliver tax advantages by developing a custom plan for your business. We'll help you maximize the return on your technology investment while also monitoring for potential errors.

Flexible Payment Terms

Choosing the right payment timing and terms can help to increase the value of your investment. Whether timing the cost stream to match your income stream or choosing a lease-to-own model, your business can benefit from strategically structuring the way you purchase new technologies.





**2658 N. West Boulevard
Vineland, NJ 08360**

1.800.622.5532

info@comtecsystems.net

comtecsystems.net