



Access Telcom Increases Customer Profitability in a Down Economy with the Latest Technologies

*Region's Leading Technology Provider
Helps Businesses Do More with Less*

SPOKANE, WA – November 29, 2010 – Access Telcom, an industry leader in unified communications, announced today that the company is relentlessly educating its customers on the latest technologies designed to increase their profitability and enhance employee productivity, particularly in these tough economic times. The technologies that Access Telcom is focusing on helps companies do more with less. While the economic whiplash has sent many companies back to the starting block, others are capitalizing on these types of advancements to better position themselves for recovery. The financial gurus may try to convince business owners that a dreaded double-dip is imminent, but for the technologically adept, an uptrend is more likely. Access Telcom, is paving the way by introducing businesses to leading edge technologies that drive profitability, now.

“We understand that the economy has mounted tremendous pressure on our customers to be more productive, with fewer resources at their disposal. We believe that it is our responsibility to

proactively search and deploy solutions that drive our customers' profitability and provide them with a competitive advantage. It's up to us to make sure that our customers have technology that enables them to do more with less,” stated President, Kent Biel.

One of the ways that Access Telcom is boosting customer profitability is through an application called presence management. This application eliminates the guessing game of knowing where people are and what they're doing, and allows individuals to indicate their status (in a meeting, “back at 2pm,” at lunch, “send calls to my cell”, etc.) and promises “you'll never miss a call again.” By increasing the speed of communication, more opportunities can be seized; more current customers can be satisfied, and more profits can make it to the bottom line.

Similarly, Access Telcom is utilizing call recording technology in order to help organizations increase employee productivity. According to Dr. Jon Anton from Purdue University, “On average, employees answer the phone 19% faster, spend 29% less time on the phone and do after-call work three times faster when

they know they're being recorded.” Remarkably, many business owners have not adopted call recording technologies. Access Telcom is looking to “bridge the gap” by educating their customers on solutions aimed to help small to mid-sized businesses come out on top.

ABOUT ACCESS TELCOM

Access Telcom offers what today's business customer demands: exceptional customer service, quality products and a variety of telecommunication solutions. Creating a communications strategy is vital to doing business in an increasingly competitive world. Access Telcom helps customers create a plan that will accommodate their businesses into the next century. Their team of Factory Certified technicians are dedicated to providing unsurpassed customer service and technical support. The company is committed to supporting its customers' every need, leading the way through the challenges of the ever-changing world of technology. For more information on Access Telcom, call (888) 621-9555 or visit www.access-tel.com.