



# Unified Communications

Seamless voice communication, empowering contact centers.

## Who We Are

ECC Technologies is a trusted leader in the field of unified communications and contact center solutions. With extensive experience and a team of highly skilled professionals, we are committed to delivering transformative solutions that enhance communication, collaboration, and customer engagement. Whether you have an aging telephone system or are looking to integrate with collaboration software, our team can help you achieve your goals.

## Our Services

### Assessment:

- Thorough evaluation of your existing communication infrastructure and contact center operations.
- Identification of pain points and opportunities for improvement

### Planning and Design:

- Customized strategies and solutions tailored to your organization's objectives.
- Unified communications system design for seamless integration of voice, video, and messaging
- Contact center design for optimal agent productivity and customer satisfaction
- Scalable solutions to accommodate future growth and evolving needs.

### Procurement:

- Expert guidance in selecting the most suitable unified communications and contact center products and technologies.
- Collaboration with trusted vendors and suppliers
- Oversight of the procurement process, ensuring timely delivery and adherence to project requirements.

### Construction Administration:

- Project management and oversight of the unified communications and contact center implementation.
- Coordination with internal teams and external vendors to ensure a smooth deployment.
- Quality assurance and testing to verify system functionality and performance.
- Oversight of integrator training and knowledge transfer

## Our Strategy

At ECC Technologies, we specialize in providing end-to-end solutions for unified communications systems and contact centers. We understand the critical role communication plays in the success of your business and the importance of delivering exceptional customer experiences. With our expertise in assessment, planning, design, vendor management, and construction administration, we offer comprehensive solutions that optimize communication channels and streamline contact center operations.

## Why Choose ECC Technologies

### Specialized Expertise:

- We possess deep expertise in unified communications systems and contact centers, allowing us to deliver tailored solutions that address your specific needs.

### Integrated Solutions:

- We offer a comprehensive suite of services ensuring a seamless and cohesive infrastructure.
- Our team are experts in the requirements of integrating your Voice over IP telephone system with other facility systems; such as, intercom and public address.

### Advanced Technology:

- We stay at the forefront of technology, incorporating the latest advancements into our designs.

### Client-Centric Approach:

- We prioritize your needs and preferences, working closely with you to understand your objectives and deliver solutions that align with your vision.