

# An introduction to Appia Communications

Appia's managed communication and networking services provide all the benefits of the latest IP technologies for far less than the cost of an in-house implementation.

Our voice, video, data, and networking solutions help our customers reduce costs, enhance employee productivity, improve customer care, and compete more effectively against much larger enterprises.

## Experienced and Recognized

Appia was founded in 2001. Our senior management has over 60 years combined experience in IT, ISP and telecom. Appia has been recognized as:

- One of the fastest-growing private companies in America (*Inc. 5000*, 2007, 2008 & 2009)
- One of the fastest-growing solution providers in the tech industry (*CRN Fast Growth 100*, 2009)
- One of the top managed service providers in the world (*MSPmentor 100*, 2009 & 2010)

We currently serve over 700 customers with over 20,000 end-users. Our customers represent all the major verticals, ranging in size from one to 60,000 employees and from one to over 200 locations.

## Simplify Your Operations, Save Money

We provide companies and organizations a reliable one-stop source for proven communication and networking services that save time and money.

- We deliver integrated, truly tailored solutions; we don't use a cookie-cutter
- We back everything up with unmatched service-level assurances
- We free you to focus on your core business

"The Appia hosted IP network has delivered everything promised and then some. Besides sharply cutting our phone bill, it has reduced administrative costs, provided flexibility for future growth, and strengthened our organization."

– President, **American Mattress**

"Let me just start by saying WOW! I made the call (to Appia) last Tuesday to ask if we could change out all our phones and have the system up and running over the weekend. Never in my wildest dreams did I think it would become reality. It was amazing the way everything came together. ProLiance could not be happier with the end result."

– IT Director, **ProLiance Energy**

"Eliminating the cycle of update and replacement costs made the real difference. Over the expected 10-year life of a purchased system, this could amount to hundreds of thousands of dollars. The hosted solution came out far ahead of anything else."

– Manager of Information Technology, **New York Blower**

"Appia is a service provider that I know is there for me 24 hours a day, seven days a week."

– Systems Administrator, **Dorman Products**

"Everything just works... We're able to serve our clients better."

– CPA, **The CPA Group** [more ->]



Simplify and Save with Appia Managed Services

## 'Round the Clock Support

We have offered industry-leading 24/7/365 service and support since 2001.

## Multiple Markets Served

We have operations in Boston, Chicago, Detroit, Houston, Indianapolis/Fort Wayne, Los Angeles, Philadelphia, New York, and St. Louis. We can provide service to almost any location in the U.S. and to key cities in Europe and Australasia.

## The Appia Way

Our broad range of managed services offers you many ways to improve your organization using the same network infrastructure.

- Flexible, customized, affordable solutions using proven, reliable technologies
- Nationwide network of partners who sell and support our services
- Our staff includes experts in both IT *and* telecom — and the networks they depend upon
- Appia is a Cisco Powered Network and holds advanced Cisco unified communications certifications

## Simplify and Save Today!

- Call us at **877-277-4297**
- Email us at [info@appiaservices.com](mailto:info@appiaservices.com)
- Visit us at [www.appiaservices.com](http://www.appiaservices.com)

“A lot of companies talk about customer service and don’t mean a word of it. Appia understands there’s a person on the other end of the phone.”

– Executive Director, **UCPAGI**

“Once again, you guys have absolutely scored a 10+ in my WOW factor. We have been dealing with a phone issue for a week; you guys got this last night and worked on it this morning. MAYBE 45 minutes, maybe, you guys got it handled! WOW! Nice job, thank you, thank you, thank you!”

– Technical Director, **ATRA**

“We can always rely on our calls coming through. Since we moved to the Appia system, we haven’t had a single complaint about a call being lost. We sewed up the black hole.”

– Office Manager, **American SportWorks**

“We’ve definitely seen a savings in our monthly phone charges. In the long term, we’ve also reduced network maintenance costs by having only one network as opposed to two.”

– HIS/Telecom Manager, **Sturgis Hospital**

“There have been significant cost savings of 30-50% for EFE since implementing the Appia system, even with the expansion of the system for additional staff over the last few years.”

– IT Director, **Equip for Equality**

Read all of our customer case studies at [www.appiaservices.com/pages/news/](http://www.appiaservices.com/pages/news/)



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