

Focus on your business, not telecom

Most companies and organizations use different providers for local phone service, long distance, Internet access, and voice and data equipment.

The result? Valuable time and financial resources are spent managing telecom vendors, rather than in doing what matters most to the bottom line. The problem is compounded, of course, when an organization has multiple locations.

Reduce costs. Using Appia's managed voice services lowers both your investment and your monthly costs.

Simplify Telecom Management. Appia is responsible for all of the services we provide. We are a one-stop source for all your telecom needs.

Get the solution you need. We work with you to tailor implementation to meet your timing and budget requirements. Appia uses a plan, not a cookie cutter.

Phone services include business lines, DID lines, and toll free numbers, without requiring any change to existing numbers. Our solutions support local, toll-free, domestic and international long distance, directory assistance, and 911 services.

Internet bandwidth is allocated automatically and dynamically based on the number of calls in progress, to provide voice quality and maximum bandwidth for data.

Have existing telephone contracts? Customers sometimes have long term contracts with their local telephone companies that cannot be cancelled easily or economically. They simply use our IP-CTX or Legacy solutions for inbound toll-free calls, outbound long distance calls, and Internet access until the contracts expire, when they convert completely to our solution.

Call free between your locations, call less everywhere else. If you have multiple locations, interoffice calls are free of charge. Appia's domestic and international rates are the lowest around.

Scale easily as your business changes. Appia's solutions scale up or down without equipment modifications. Moves, adds and changes are easy, and feature enhancements are implemented automatically during non-business hours.



Simplify and Save

A reliable, cost-effective solution that grows with your business

Opening a new office or moving? Need to replace your PBX?

With Appia's IP-CTX solutions, all you need are IP phones. You don't need to invest in a new PBX; there's no equipment or software to maintain, and you'll see monthly cost savings right away. Appia offers Cisco IP phones to meet the needs of every user. Plus, IP-CTX has voice disaster recovery built right in.

Standard features include:

- Call hold, forwarding, park,
- transfer, mute, call waiting
- Caller ID
- Conferencing
- Music-on-hold
- Pick-up group
- Speed dial
- Disaster Recovery

Optional features include:

- Auto-attendant
- Call screening
- Call tracking
- Fax to email
- Find me, follow me
- Paging and intercom
- Voicemail to email
- ... and more

Preserve your PBX investment

Have a PBX or key system that you're not ready to replace?

Our Legacy solution connects to your existing PBX so that you can keep your existing PBX equipment, including stations and consoles. You can continue to use such applications as voicemail, ACD, and conferencing just the way you always have.

Use Legacy to phase in a complete voice solution.

If you have more than one location, you can implement our IP-CTX solution at one or more sites, but keep your legacy PBXs at other locations for now. This phased approach minimizes your investment and allows you to implement IP communications at the pace you choose.

The Cisco Systems equipment we use supports most popular PBXs and key systems, including ACD, applications, conferencing, and voicemail. Calls are presented to the PBX in just the same way a regular telephone line presents them, so the change to Legacy is seamless to your organization.



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