

Welcome to **e-clips** – a review of news and developments in the business communications realm that we think you'll want to know about.

Thanks for taking a look at our second issue. We think you'll find it's packed full of useful news. If there's anything you'd like to see in future editions, drop us a line and let us know: info@eclipsetechnology.ca.

If you're new to Eclipse Technology Solutions, allow us to introduce ourselves.

We specialize in designing, implementing and servicing communications technology and business productivity solutions for organizations of all sizes across Canada and for Canadian-based companies with operations in the US.



Our focus is on service.

That's why many of our customers choose us initially, and why they stick with us too.

Part of that service is keeping our customers up to speed on developments in technology that can help them boost revenue and cut costs. Which is why we launched e-clips earlier this year.

Here's what's in this issue. Click on the title for the full article.

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Two great fundraising events and several new customers

Eclipse and Cisco Systems



We're always looking for new ways to help our clients address their strategic business needs.

So we're excited to announce that we've now achieved the Express Unified Communications Specialization from Cisco Systems®, adding to our long list of accreditations from a range of manufacturers, including Avaya (Nortel), Mitel and Polycom.

The specialization reflects the fact that we're trained and validated as experts in building integrated voice, video and data networks based on the Cisco Unified Communications portfolio. These products include the Cisco Unified CallManager Express, Cisco Unity Express, Cisco Unified IP Phones and Cisco Internet Services Routers.

“Small and medium sized businesses are aggressively adopting unified communications to drive customer services, employee productivity and competitive advantage,” said Richard McLeod, Director of Unified Communications for worldwide channels at Cisco. **“As a Cisco Express Unified Communications Specialized Partner, Eclipse has made an investment in developing the capability to deliver integrated, collaborative unified communications solutions to SMB customers.”**

This step builds on the Premier Certification from Cisco® we earned earlier in the year, meeting rigorous standards for networking competency, service, support and customer satisfaction set forth by Cisco. And that certification added to our Cisco Express Foundation Specialization, which includes tests on technical competency in the integration of basic routing and switching, wireless LANs and security technologies. It also reflects the fact that we've integrated

a base level of Cisco Lifecycle Services into our offerings and demonstrated measurably high levels of customer satisfaction based on independently audited customer satisfaction surveys.

“Our partnership makes it possible for us to customize and apply these market-leading solutions as we address our clients’ strategic business needs.”

“Across industries, organizations are transforming the way they communicate and collaborate, and networking technologies are at the heart of this change,” said Rob Smith, Partner at Eclipse Technology Solutions. **“Our partnership with Cisco is exciting news for our clients, making it possible for us to customize and apply these market-leading solutions as we address their strategic business needs.”**



Why VoIP?

VoIP: the first step toward greater efficiency and productivity.

Still wondering how and when to get started with VoIP? You're not alone. Many small business owners have heard about voice over Internet protocol (VoIP), but they're not sure how it applies to them.

By combining all of your communications – from voice and data to video – you can enjoy a cost-effective, easy-to-use business solution full of features that help you do business better.

VoIP helps cut costs	VoIP helps improve communications	VoIP lets you have many features without paying extra fees
<ul style="list-style-type: none"> You'll spend less money on travel by using online conferencing, easy-to-use video calls, and other tools for better collaboration You'll find that it's easy to add extra phone lines, because VoIP lets you send multiple phone calls across your IP network 	<ul style="list-style-type: none"> Your employees will have more ways to stay connected By using "presence" technology, you'll be able to see your employees' availability and get in touch with them With unified communications, you'll see that it's easy to work remotely from any place with an Internet connection 	<ul style="list-style-type: none"> Voicemail Caller ID Conferencing Forwarding Unlimited long distance

With a unified communications system, you'll spend less time focusing on technology and more time focusing on what matters – your business. **Talk to us** about the best options for your business.

NEW AT ECLIPSE >>

CAA Charity Golf Tournament

We were pleased to participate as a Platinum Sponsor in the 2nd Annual CAA Charity Golf Tournament in support of The Sick Kids Foundation. This year's event was hosted on September 21st at the Angus Glen Golf Club in Markham, Ontario, the home of the Canadian Open Tournament.

Last year the event raised more than \$61,400 for Sick Kids Centre for Brain and

Behaviour. This year, the total was even higher – upwards of \$74,000. Congrats and thanks to everyone who participated!

Casino Night in Mississauga

In June, Eclipse hosted a charity casino night to raise additional funds for the Sick Kids Hospital. We had 50 people participate including representatives from Dyna Lync Telecom, GeNUIT Inc., McBride, Mitel, Norelco, Avaya, Tuor Networks, Westcon and Williams

Telecom. Thanks to everyone involved, we raised \$2,100.00. Nice work!

Welcoming New Customers

We're pleased to be serving:

- Pearson Canada (incl. Penguin Publishing)
- Centennial Windows
- St. Joseph's Villa
- The Toronto Real Estate Board
- The Canadian Standards Association

We look forward to continuing to impress them as we move forward.



Around the clock service

How we're working with Credit Valley Hospital

The **Credit Valley Hospital** is a 366-bed regional community hospital, providing a broad spectrum of health care services to the people of Mississauga and the surrounding region.

The hospital's technology needs are wide-reaching, and because of the nature of the work, they need to manage maintenance and upgrades carefully to ensure 24-hour-a-day service.

Finding a technology partner they could really count on was crucial. Fortunately, with Eclipse, they have exactly that. Jamie Bowie is the hospital's Director of Information Systems and Telecommunications. As he explains, **"We have an excellent collaborative relationship with Eclipse, which allows us to create more strategic solutions to challenges we're faced with."**

Among those challenges is how to handle around-the-clock calls across multiple locations and departments. **"Eclipse has helped us deploy roughly 20 small call centres, with call queuing for each department,"** explains Bowie. **"So now our teams can see how many calls are waiting and can effectively react to spikes in demand. We're able to perfect the balance, making customer service at the hospital second to none."**

Bowie says he's reminded of Eclipse's dedication to service on a regular basis. For example?

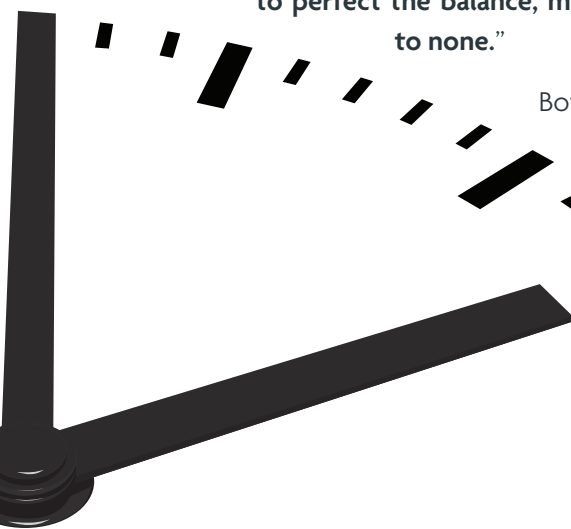
"In December, a construction crew accidentally cut a major fibre cable servicing the campus network.

We reached out for help from two or three vendors, and it was Eclipse who rose to the challenge right away. By the next day, service was fully restored."



"To put it simply, Eclipse is a true partner."

>> Jamie Bowie, Director of Information Systems and Technology, Credit Valley Hospital



the roundup

A review of some of the news stories and analysis we've been tracking.

Click on the titles to view the entire article online.

Avaya leaders in Unified Communications and Corporate Telephony

"Gartner has positioned Avaya as the leader based on its 'ability to execute' and 'completeness of vision' for both Unified Communications and Corporate Telephony..."

Mitel receives 2010 IP Contact Center Technology Pioneer award

"Customer Interaction Solutions Magazine recognizes Mitel's contribution to dramatically improving call center operations..."

Cisco, Verizon push for 3D video and more

"Video is quickly becoming the killer app of all IP networks, including the Internet itself..."

Polycom and Microsoft team to offer end-to-end UC

"Polycom Inc. has signed a multi-year, strategic global agreement with Microsoft to deliver integrated end-to-end Unified Communications (UC)..."

Mitel and VMware build a bridge

"In a partnership made in data-center heaven, Mitel® and VMware® have cracked the final frontier of voice telephony: virtualization..."

**How can we impress your organization? Let's talk about it.
Reach us however it's most convenient – our contact details are below.**