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Resolving Trouble Tickets the RAM Way

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Resolving Tickets

No one likes service outages. But “stuff” happens from time to time. An organized service-call process, however, can lower your stress level and also lead to a substantial decrease in problem resolution intervals. Whether you are a long-time client or a new one, this is a great time to review our trouble-ticket procedures with your staff. Here are the six steps RAM follows to solve your telecomm/ISP issue.

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***Saving Businesses
Time, Money and
Aggravation***

1. Initial Call. We record all service issues in *detail*. Most problems follow a certain pattern, so with your help, RAM thoroughly documents the problem/s and time of occurrence.

2. Verify Type of Issue. Is it voice quality? Dialing, local, long distance, both? We make a test call/s on the service in question, send an email, or access the Web. We help you test and determine the issues.

3. Open Trouble Ticket. We call the telecomm/ISP provider and open a trouble ticket with them. We also create our own ‘tracking’ ticket in our client database. This gives us a ‘history’ of all your service issues, past & present. (this documentation is invaluable when escalating re-occurring problems with service providers!) We don’t take no for an answer.

4. Ticket Monitoring. RAM monitors all open tickets based on priority. This allows us to determine which monitoring activity to address first based on the following categories: email, voice mail, VoIP, Internet access, MPLS and voice service.

5. Escalation. If needed, we escalate the issue/s with channel managers, local engineers or, if necessary, the vice president or even president of the telecomm company.

6. Resolution. We verify the ‘fix’ with you and close the ticket with the telecomm/ISP provider.

We haven’t failed a client yet, by following this process! Trust the RAM way to resolve the problem.

Hosted IP Telephony: A More Practical Approach

During the past year, phone companies and equipment manufacturers alike have made Internet Protocol (IP) technologies more accessible than ever for small business. The reliability, flexibility, and compatibility of hosted IP services are tangible and worth your company's investigation. And, because the barrier to entry is low enough for most businesses, these services may be a good value.

Hosted IP services deliver voice and data on one T1 circuit, coupled with the latest router technology. The same phone companies who supply PRI, POTS and internet T1 circuits, also supply this new service. Usually, these same carriers supply a special router. The router houses the technology to provide several IP features including dynamic, integrated voice and data on one T1. You may recall our earlier article on Quality of Service, or QoS. QoS programming allows dynamic bandwidth for every user, including more Internet speed when a phone is not in use. However, the voice call takes priority which means internet and data 'requests' are given a lower priority. If not for QoS, voice calls would be choppy and interrupted. The router is the key. Its internal computer is the 'traffic cop' responsible for which requests get bandwidth and how much bandwidth is allowed.

Here are some other reasons why you should consider hosted IP services:

Reliability. The T1 medium is the backbone for hosted IP. T1 has been around since 1964, and continues to be a viable option for businesses due to its ability to run several services, such as local and long-distance telephone, Internet, and VoIP over a single circuit at the same time. Because T1 integrates several services at once, it is also economical.

Flexibility. Most hosted IP services are compatible with existing firewalls and customer network servers, so there is an assurance of adaptability to meet your technology needs. IP functionality is accessible via a web browser and a phone. Usually, there is no specialized hardware, no telecom requirements, and no up-front capital expenditures. And, different features can be turned on or off depending on technology and cost considerations. Hosted IP is also easier than traditional phone service for moves, adds or changes to any business. Adding personnel or new locations is managed internally, since functionality can be accessed from your desktop.

Compatibility. Hosted Services are now E911 compliant (with the right testing of course). In addition to safety considerations, hosted IP solutions are also scalable, allowing features such as instant messaging and integrated voice and email capabilities based on Session Initiation Protocol. Hosted IP is also compatible with older, digital phones and still allows for private, secure services.

As always, it is critical for every organization to perform a needs assessment before deciding on any technology. RAM is here to help your organization evaluate its research. RAM has several clients using hosted IP services right now. We also have the experience and management skills necessary to integrate the necessary IT requirements. Contact us to learn more about the practical approach to communications and productivity that IP products provide.

Quick Fact:

Women represent 42 percent of the world's Internet users.



Did You Know . . .

Companies have come to rely on RAM Communications to determine which carrier can best service their Internet needs. We identify all mission critical applications. Then we recommend a Web solution in line with your expectations and budget.

SIP

Session Initiation Protocol (SIP) is a signaling protocol used for establishing sessions in an IP network. A session could be a simple two-way telephone call or it could be a collaborative multimedia conference session. Using SIP, telephony becomes another desktop application and can integrate easily into other Internet services.

ACRONYM
CORNER

What's new at **ramcomminc.com**

RAM Communications is excited to present the Frustration Calculator on our website at www.ramcomminc.com.

The Frustration Calculator is a tool site that helps visitors measure their company's time, human resources, and ultimately the dollars spent handling telecommunications internally. Our current clients are, of course, fully aware of the savings they enjoy outsourcing telecom to RAM. However, do your clients and other business associates know how much *they* can save? May we suggest a quick visit to our site for a trial run? It's quick and easy, and hopefully you will feel compelled to refer a few folks for a visit as well. Stay tuned for more.

The screenshot shows the RAM Communications website interface. At the top right, the phone number 866-214-1122 is displayed. The main header features the RAM logo and the slogan "TALK TO RAM. THERE'S A BETTER WAY." Below this, the "Frustration Calculator: Are You Having Fun Yet?" section is visible. It includes a form with the following fields: "Select the number of phones in your business" (with a dropdown menu), "Hourly wage of employee(s) handling Telecom" (with a dropdown menu), "Time spent per month on Telecom Service Orders/Changes" (with a sub-section for "Researching, evaluating, deciding & changing service Call, order, confirm, and follow up" in hours/month), "Time spent per month on Problem Resolution" (with a sub-section for "Identifying problem, testing, and reporting Call, order, confirm, and follow up" in hours/month), and "Time spent per month on Billing Issues" (with a sub-section for "Review billing, accuracy, & resolve inconsistencies Call, order, confirm, and follow up" in hours/month). A "Calculate!" button is located at the bottom right of the form. The footer contains copyright information for RAM Communications Inc. 2007 and links for Home, Sitemap, Call Us, and Google Sitemap.

Want more information?
Have any questions?
Please contact us today!

RAM Communications Inc.
1841 Hicks Road, Suite C
Rolling Meadows, IL 60008
P 847.358.0917
F 847.358.1340