

# Comm-Works Total Interaction



**interaction** \in-tər-'ak-shən\  
*n* 1: a mutual or reciprocal action or influence  
- the activity of reciprocating or exchanging  
(especially information)

## Comm-Works' Total Interaction

Comm-Works understands how critical effective interaction with your customers, employees, and partners is to your business. Without it, you are at risk of customer defection, poor morale and inefficiencies. For this reason, Comm-Works formed a suite of design, implementation and support services around a robust product portfolio that you use to interact with your employees, customers and partners. The end result allows you to communicate more effectively, streamline business processes, reach the right resource the first time, and increase profits.



### Voice & Messaging

Voice and messaging technologies are an integral component of effective interaction. Whether you have already migrated to IP telephony or have decided to continue with TDM technology for the time being, Comm-Works has a full suite of services to assist you with all of your voice needs including the planning, preparation, design, procurement, installation and on-going support of your voice communications solution.

Comm-Works has strong partnerships and applicable certifications with major telephony manufacturers including: Avaya, Cisco, Nortel, Vertical Communications, Alcatel-Lucent and others. As Comm-Works concentrates on providing technology services to remote locations, we are able to leverage one or many of these manufacturer relationships regardless of where your company is on the path to standardizing voice communication platforms. This gives you the flexibility to connect with customers, partners and other employees regardless of geographic limitations.

*As a provider of both TDM and IP-based communication solutions, Comm-Works is well-equipped to provide the solution you need regardless of where your company is on the path to a converged environment.*

### Digital Media

Delivering key messages to various target audiences across a large, multi-site organization can be costly and time consuming when using traditional signage techniques. A digital media deployment is an efficient way to deliver targeted and dynamic content that impacts your customers' unique experience across your enterprise.



*Studies have shown that digital media displays, for retailers in particular, help drive more traffic to their stores and once inside the store, the average consumer spends more.*

*Comm-Works' breadth of technical knowledge eliminates the need for utilizing multiple vendors and internal technical resources to deploy and support your digital media solution.*

A digital media solution allows you to provide information tailored to customers and/or employees at each location or geographical region. It allows you to centrally manage content and ensures that messaging is delivered in a timely and consistent manner throughout your enterprise. All of this can be accomplished with little or no involvement from resources at your locations, allowing your on-site staff to maintain focus on their day-to-day responsibilities.



## Point-of-Sale

Another key way retailers and other businesses interact with their customers is through Point-of-Sale (POS) technology. POS devices enable employees to provide a positive customer experience through accelerating the customer check-out and reducing pricing and payment errors. Internally it helps provide control against theft and allows for more effective store management through access to timely operational data.

Comm-Works eliminates the technical and logistical challenges that exist when supporting point-of-sale and peripheral equipment throughout multi-site enterprises. Our staging and configuration services allow for consistent environments as well as timely and accurate implementations.

*Comm-Works is able to deliver 24/7/365 support of your POS technology, to ensure that each site is running in an optimal state.*

## Conferencing

Integrating voice, web, and video conferencing is a leading edge approach to effective customer and employee interaction. With limited travel budgets and scaled down workforces, conferencing technology provides a multi-media vehicle to communicate. Comm-Works is well equipped to serve as your implementation and post-deployment support partner for any of your conference room or desktop needs. We have the ability to scale to any of your locations worldwide to ensure the conferencing technology is available where you need it.



## About Comm-Works

Comm-Works is a global technology provider for multi-site corporations and U.S. government agencies. Comm-Works offers a total portfolio of infrastructure, communications, security and energy management lifecycle services that scale to any of your locations worldwide. In order to deliver 24/7/365 services to over 200,000 customer sites, our experienced and certified engineering, project and support teams leverage a comprehensive network of qualified service professionals. Utilizing best in class tools including Web-Works™, our web-based project management tool, customers realize the benefits of accurate, timely and cost efficient engagements. One call. We take IT from there. Anywhere. For more information, visit us on the web at: [www.comm-works.com](http://www.comm-works.com).

## One Call

