



**WE MAKE IT EASY TO COMMUNICATE  
ONE CUSTOMER AT A TIME**

**INTEGRATED SOLUTIONS**

**connection**

# “MORE THAN A COMMUNICATIONS COMPANY...”



## QUICK CONNECT COMMUNICATIONS, INC.

A full service Telecommunications Company that is committed to delivering quality products and outstanding service. We take the extra time and care to get to know each customer and their individual needs, no matter their size. Developing these close relationships is the foundation of Quick Connect Communications' success.

### “TRUTH CHANGES WITH EXPERIENCE.”

Quick Connect is one of the largest telecommunications equipment companies in the Mid-Atlantic region, with over 150 years of combined experience in the telecommunications field. Our goal is to exceed your expectations by designing a system that meets your needs, installed and supported by competent, friendly personnel.



### YOUR BUSINESS IS DIRECTLY DEPENDENT ON HOW EASILY YOUR CUSTOMERS CAN COMMUNICATE WITH YOU

A properly designed telephone system is the most vital tool your business has to achieve good communication with your customers. A certain majority of your customers never walk through your front door. Your telephone system introduces your company to the outside world, giving callers that all important first impression. We consider a telephone system your company's "second front door".

### OUR PLEDGE IS TO IMPROVE YOUR COMPANY'S PERFORMANCE!

We strive to make each telephone call to your company reflect a positive image that will communicate professionalism to your customers. This image is paramount to Quick Connect and reflects our culture and motto:

### “WE MAKE IT EASY TO COMMUNICATE, ONE CUSTOMER AT A TIME”

Make the right decision today and allow Quick Connect to be the provider for all your communications needs. We promise that we can improve your company's performance!

# ...OUR PEOPLE MAKE THE DIFFERENCE"



## SATISFIED

### CUSTOMERS INCLUDE:

Johns Hopkins Hospital and University

Ripken Baseball and Stadiums

University of Maryland

R.E. Michel Company

American Red Cross

Peabody Institute

Next Day Blinds

Smyth Jewelers

Royal Farms Corporation

(Each customer, regardless of size, is treated as our most important customer.)

## WHY QUICK CONNECT COMMUNICATIONS, INC.

### HIGH QUALITY

Quality is more than a word. It is a direct result of our product selection, the knowledge of our staff, and the resources which we have at our disposal to ensure that the needs of our customers are exceeded everyday.

### WE'RE SERIOUS

We are a team of motivated, bright individuals who are all focused on exceeding the expectations of our customers. Our staff is dedicated, creative and willing to work long hours in pursuit of total customer satisfaction. As said by the President of QCC, "Our customers do not care how much we know until they know how much we care".

### WE PUSH THE ENVELOPE

We push boundaries within clear goals. Although we work from disciplined plans, we try to think "outside the box". We admire and love the talents of our co-workers but challenge one another in efforts to serve our customers. We are always seeking and encouraging the next great idea. Our Management Team gives all of us the leeway to do whatever it takes to keep our customers happy. Your satisfaction is our reward.

# “VOICE OVER IP COMMUNICATIONS...”

## PRODUCTS AND SERVICES:

Several years of research and input from our customers went into the selection of our product line. We have chosen products based upon quality, dependability, features, ease of use, and affordability.

### TELEPHONE SYSTEMS

Quick Connect specializes in Telephone Systems. The reason is simple. The Telephone System is your most vitally important business tool. Businesses are faced with a confusing array of choices while purchasing a Telephone System, and sometimes take for granted its role in the profitability of the business. Everyday your Telephone System builds trust, credibility and goodwill by ensuring efficient interaction with customers, prospects, suppliers and employees. During these interactions most companies need a Telephone System to do common features such as Caller ID, Conference, Transfer, Intercom, Hold, Voice Mail, Group Listen, Call Forward Off Site, Secure Off Hook Voice Announce, Cell Phone Connect and Message on Hold.

In today's customer-focused economy, the ground rules for competition are being transformed daily. We understand the communications needs of businesses, and specialize in helping you choose the right Telephone System for your business.

### VOICE MAIL SYSTEMS

A well designed voice mail system allows better, clearer and more precise communications between you, your customers and employees. Here are some interesting facts about voice mail:

- Voice mail systems are rated second only to the telephone as an invaluable communication tool for businesses. (AT&T study ranking voice mail higher than fax, memo, letter, and e-mail).
- Over 80% of voice mail users feel that their voice mail system greatly improves their productivity on the job.
- A fully integrated voice mail system will cut your call-backs by 50%.

### INFRASTRUCTURE CABLING

Quick Connect has experience installing voice and data cabling for customers with needs of up to 3000 cables in a single building. We also hold Maryland, DC, and VA state permit licenses and our expert installers are fully trained and certified to install structured voice and data cabling. A substantial portion of our cabling business is repeat business from satisfied customers who have experienced first-hand our dedication to excellence.

#### Our range of connectivity services includes:

- Category 6, 5e, and 3
- Single-mode & Multi-mode Fiber Cable
- Fiber Optics
- High-count copper and fiber feeds
- Outside Plant
- Trenching and Coring services
- 24/7 Installations available

We can provide expert and complete cable testing, trouble shooting and repair. With our advanced test gear, we provide our customers with documented printouts of each cable test for their records.

INTEGRATED SOLUTIONS





# ...COMMUNICATIONS WITHOUT BOUNDARIES™

## MICROSOFT CERTIFIED PARTNER

Quick Connect Communications is an authorized Microsoft Certified Partner, which provides greater access to Microsoft factory support staff, allowing us to respond faster with all of the tools needed to solve your specific problem. As a Microsoft Certified Partner, we are able to provide far-reaching benefits, from accelerating and improving daily operations to providing advanced capabilities for deploying next-generation technologies.

## VOICE OVER IP

Voice over Internet Protocol (VoIP), uses your network or the internet to transport voice conversations alongside your data. If you have made a long distance telephone call, then you most likely have used this technology without even knowing it. For several years IP telephony has been used to connect large central offices for telephone companies such as Verizon, GTE, and Bell South. Now VoIP features and functionality are available in a small business telephone system at a very affordable cost. Our trained and certified Voice Over IP engineers can help you decide if a VoIP solution is right for your business.

## UNIFIED MESSAGING

In today's information age, there are a multitude of ways to communicate with your customers including voice, fax, and email. Chances are your company uses all three. As the pace of business increases, so does the number of messages business professionals must manage and be responsive to every day. A recent study published in the Wall Street Journal found that the average employee sends and receives more than 100 messages per day. More time is spent managing these messages than tending to mission-critical tasks. The difference between business success and failure can be how well a company is able to handle these different customer interactions.

By implementing unified messaging, users can take back control of their business communications. Unified messaging allows companies to gain a competitive advantage, improve customer service and employee productivity, while realizing tremendous cost savings. This is accomplished by delivering your voice mail messages, fax documents and email to your inbox. Allowing you to view, listen, and forward your messages to anyone around the world with a touch of a button.



## OTHER SERVICES AND INFORMATION

- Paging Systems
- LAN/ WAN Installation
- Wireless Communication



# “KEEPING OUR CUSTOMERS NEEDS...”

## OTHER SERVICES AND INFORMATION

### COMPUTER TELEPHONY INTEGRATION

Imagine if you could wave a magic wand , and create a telephone system specific to your business, where every nuance is satisfied, and every quirk eliminated. Manufacturers in both the telephone and computer industries have created a common language that allows the two most powerful business tools, telephone and computer systems to communicate, offering a full complement of niche features that satisfy industry specific problems such as automatic record access, automated paging, custom call routing and interactive voice response.

### MESSAGE ON HOLD

The reality is that your customers do get put on hold. What happens during that time can entertain them or alienate them, inform them or infuriate them. It can enhance your company's brand image or destroy it. Message on hold can turn a potentially negative situation into an extraordinarily positive one with a customized message that promotes your business.

### Service Department

- Service is available 24 Hours a day 7 Days a week
- Normal Service within 2 days
- Emergency Service is Guaranteed within 4 hours
- Strict Quality Control
- Technology Advice in your best interest
- Guaranteed 100% Satisfaction

### SERVICE AGREEMENTS

A Service Agreement can be purchased for your existing system or to extend a warranty on a new system. This Service Agreement covers both parts and labor for a period of 12, 24 or 36 months. While your Service Agreement is active, you will not be billed a trip charge for normal adds, moves or changes not covered in your Service Agreement. You will also have the added benefits of one preventive maintenance visit from a certified technician, and one free on-site training per year of the Service Agreement.



# ...AT THE FOREFRONT OF ALL THAT WE DO"

## LEASING

We offer a variety of leases while maintaining a 90% approval ratio. As a general rule you should lease what depreciates and buy what appreciates. There are many benefits of leasing:

- **Conserve Capital-** Purchasing new technology can involve a sizable cash outlay. When you lease equipment, you pay as you use and can free up cash for other purposes. Monthly payments that are structured to accommodate cash flow requirements allow for the acquisition of the latest technology today.
- **Additional Lines of Credit-** When equipment is purchased with borrowed funds from your existing bank or lender, your credit lines are reduced. When equipment is leased a business has actually established an additional line of credit with another reputable lending institution.
- **Protection from Obsolescence-** Technology is changing rapidly. Leasing lets you pay for the equipment over a term that can match the equipment's useful life or pick a lease type that allows you to return the equipment at the end of the lease.
- **Tax Benefits-** Depending on the structure of your lease, you can usually deduct the monthly lease payment as an operating expense and not a fixed depreciated expense. This clearly reduces the cost of a lease.
- **100% Financing-** Traditional leases usually do not include "soft" costs. Our leasing finances the entire solution including installation, shipping and in some cases maintenance.
- **Use of Equipment-** You know your new telephone system is going to increase your profits. Leasing is the use of this asset. Why pay for something in advance? Leasing allows you to pay as you use and benefit.

## COMDIAL

Quick Connect is the largest Comdial dealer in the Mid-Atlantic region. Comdial Corporation develops and markets sophisticated communications products for small- to mid-sized offices. Comdial's innovative product offerings include advanced business phone systems, voice over IP (VoIP), voice processing, unified messaging, and computer telephony integration solutions.

## AVAYA

Avaya designs, builds and manages communications networks for more than one million businesses worldwide, including more than 90 percent of the FORTUNE 500®. Focused on businesses large to small, Avaya is a world leader in secure and reliable Internet Protocol (IP) telephony software applications, systems and services.

Driving the convergence of voice and data communications with business applications—and distinguished by comprehensive worldwide services—Avaya helps customers leverage existing and new networks to achieve superior business results.

## FOR MORE INFORMATION:

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