

OpenVoice Option

for:



Waller County Library

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ICS: Company History

Founded in 1981, ICS is committed to establishing and maintaining a dynamic partnership with every customer. Extensive technology and service experience allows the ICS team to develop an understanding of each customer's unique technology requirements, and to respond to those requirements quickly and effectively.

When Dannie Simons founded ICS, he recognized the critical need for a technology company that could combine leading edge technology with top quality service and customer support. ICS's current position as an industry leader is based on those same principles, and on a determination to keep pace with an ever-changing industry, making the latest application solutions available to customers at all times.

Since 1981, ICS has built a team of professional voice and data specialists dedicated to the highest levels of customer support. ICS's pattern of steady growth reflects their commitment to keeping pace with the constantly evolving technology arena, and the dramatic expansion of the Texas business market. With offices in Austin, Houston and San Antonio, ICS is uniquely positioned to respond quickly and effectively to a wide range of customer equipment and service requirements.

ICS's technical staff undergoes rigorous factory training from a select group of manufacturers. They are kept constantly up-to-date on the latest product and service innovations. Installation and training personnel maximize solution performance by working with customers to achieve optimum user convenience and operational efficiency.

ICS takes the guesswork out of selecting a technology solution. By providing comprehensive information in advance, ICS enables the customer to make a fully informed decision based on a complete understanding of solution performance, pricing and service considerations. Since ICS is a single point of contact for your IT, Voice, Cabling, Video Surveillance and Video Conferencing, ICS understands your solutions for A to Z.

ICS understands the critical role technology plays in the smooth operation, growth and success of every business. By working with each customer to establish a technology strategy based on the highest quality product and service standards, ICS ensures optimum solution performance and customer satisfaction for years to come.



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The ICS Houston Advantage

Locally Owned and Operated- International Reach

ICS is a local company with local service and sales personnel. Although ICS has more than 60 employees and 3000 customers, ICS management takes an open door approach to each customer and employee ensuring attention to detail and ultimate customer satisfaction. ICS has an extensive network of personnel to handle all of your National and International needs.

Simple Up-Front Pricing

The telecommunication industry today has many providers and comparing platforms can be tough. Unfortunately with many solutions the price you see today might not be the total investment after the installation. Mitel gives our clients the best price up front without the guessing game. Why would you not give your business partners the best price up front?

Over 36 Years of Experience

Founded in 1981, ICS has an extensive history of technology installations and outstanding customer service. ICS knows that outstanding customer service is the cornerstone to long term growth and profitability.

Extensive Experience

Your installation team would include:

- Brent Blevins - Account Team Lead- 25 yrs
- James Smith- Sales Engineer- 25 yrs
- Chris Waggoner- Installation Manager- 16 yrs
- Donald Miles- Project Manager- 30 yr
- Keith Wukasz- Service Manager- 31 yrs
- Servicing Technicians Average- 21 yrs

Over 4000 installations in the Region



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What Else Does ICS Do?

ICS will extend our other areas of expertise to all clients which might be a valuable resource for you in the future.



Free Telecommunication and Network Evaluations

Are you paying market rate or should you be getting more bandwidth?



Flat Fee IT Services

Partner with ICS to take the daily IT burden off of you so you can focus on your business.



Video Conferencing Expertise: Cloud and On Premise Systems

ICS offers comprehensive video conferencing solution for every business need.



Voice and Data Cabling

In house certified cabling teams to connect desktops, phones or even buildings



Access Control and Video Surveillance

Protect your equipment, your business and most importantly your people.



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ICS: Products & Partnerships

By leveraging strong relationships with our partners, ICS is a turn-key one-stop shop for your business technology needs!

SOPHOS
Cybersecurity made simple.

Gold
Microsoft
Partner
 Microsoft

AVIGILONTM
a Motorola Solutions Company

datto


vmware[®]


Hewlett Packard
Enterprise

 **Mitel**[®]

 **Polycom**[®]

Powering connections

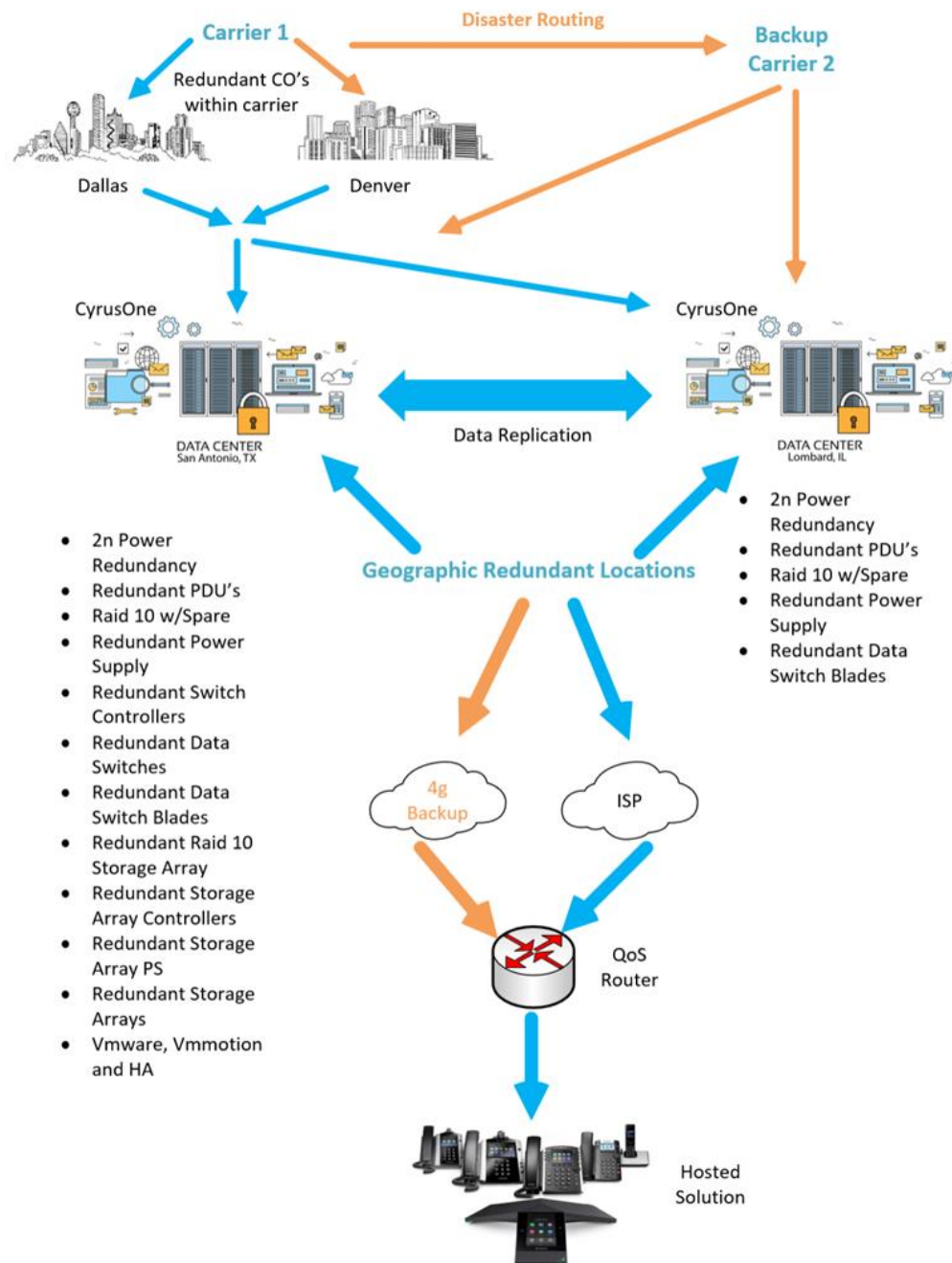
aruba[®]
NETWORKS



 **Meraki**

FLAT FEE IT - VOIP - CABLING - CLOUD SERVICES - DATA BACKUP
SAN ANTONIO | HOUSTON | AUSTIN

OpenVoice Redundancy Diagram





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ICS Warranty & Maintenance

ICS understands how important long term maintenance and support is to your organization. By enrolling in ICS's maintenance programs, you ensure that your organization maintains the highest service levels possible. ICS provides remote and on-site support with a flat monthly fee costs per month.

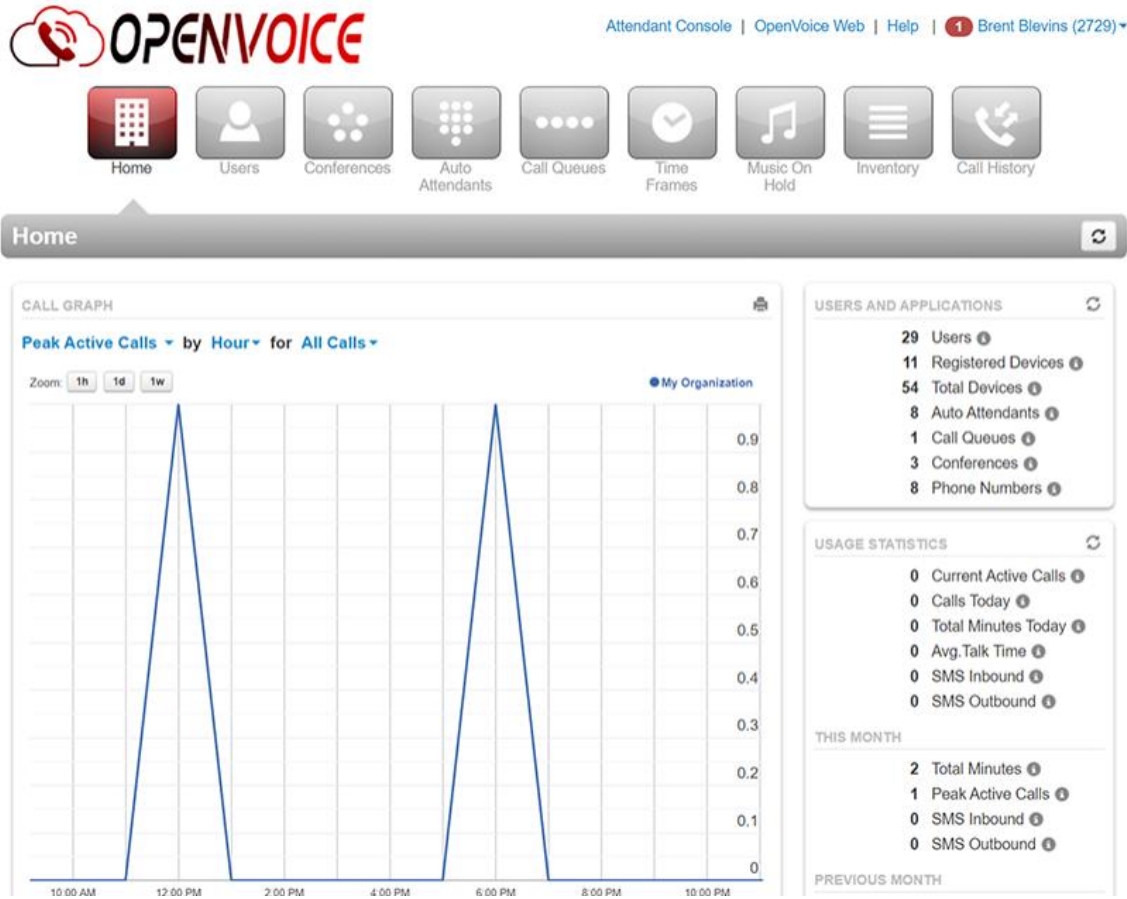
Cloud Services

With ICS's Open Voice Cloud program, you receive our highest level of maintenance support throughout the term of the contract.

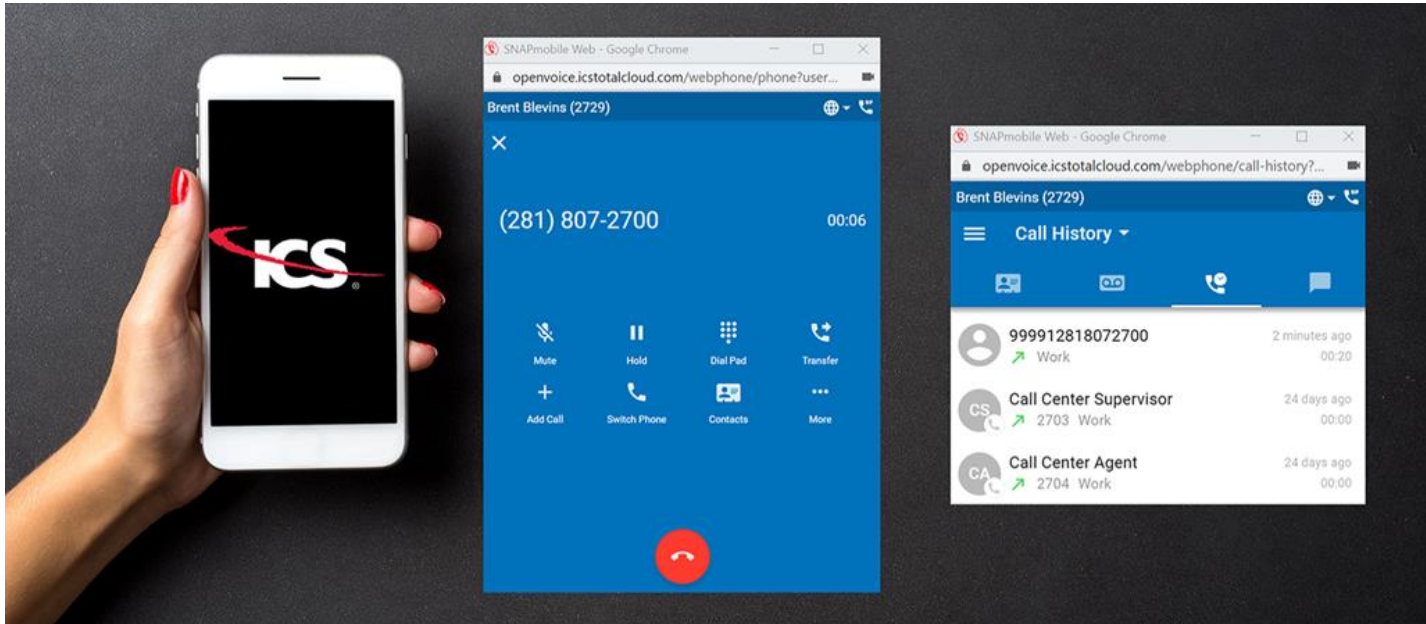
- No charge for parts or labor for on-site service related to ICS installed hardware or network services' malfunctions (if hardware is rented through ICS).
- No charge for remote support on service related items.
- Up to 15 minutes of support at no charge for move, add and change request. (if hardware is rented through ICS).
- Free replacement of any ICS supplied hardware for malfunctioning equipment (if hardware is rented through ICS).
- On-line end user video tutorials
- Highest tier service level over non-maintenance and non-managed services customers.
- Access to "How to Video" for Administration purposes.
- System software updates maintained at no additional charge.
- Service available 24 hours 365 days per year.
- No charge for after-hours emergency support.

All of the above items are also applicable to customers who pay cash for hardware but utilize an ICS maintenance program for the hardware.

System Recommendation- OpenVoice

Description	Qty
Desktop Client & Softphone WebRTC compliant desktop software for calling, status, video, audio conferencing and other desktop features to supply a seamless and integrated desktop experience. The client is also a softphone- removing the requirement for a desktop phones for those ready to make the move. 	6

System Recommendation- OpenVoice

Description	Qty
Mobile Client Mobile client to allow you to control calling and status from your smartphone. Make a remote user appear as an extension of your phone system just like they are in the office. 	6

System Recommendation- OpenVoice

Description	Qty
Yealink 54W IP Phone Yealink SIP-T54W features an adjustable 4.3-inch color LCD screen that you can easily and flexibly find the comfortable viewing angle according to the personal and environmental needs. With the built-in Bluetooth 4.2 and the built-in dual band 2.4G/5G Wi-Fi, the SIP-T54W IP Phone ensures you to keep up with the modern wireless technology and take the first chance in the future wireless age. Its built-in USB 2.0 port allows for USB recording or a direct wired/wireless USB headset or up to three Yealink EXP50 expansion modules connection. 	5

System Recommendation- OpenVoice

Description	Qty
Yealink 58W IP Phone Adopting the innovative Bluetooth handset, Yealink T58W Pro pervades wireless communication by allowing the user to move around freely and conveniently. The professional hardware and the cutting-edge acoustic algorithm of Yealink makes the T58W Series an expert at eliminating noise and keeping every conversation clear and focus. 	1



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Project Overview - OpenVoice

ICS Open Voice

Included in Your Open Voice Solution

- All DID's include Unlimited US and Canada Outbound Dialing
- All User Licenses Include
 - Unlimited Auto Attendants
 - Call Record
 - Unified Messaging and Voice Mail Box
 - Simultaneous Ring of Desk and Cell Phone
 - Desktop Client for Chat and Answer/Dialing of Calls
 - Call History
- Encrypted Telephone Calls for Remote Anywhere Capabilities Over the Internet
- Single Directory Listing
- Single Caller ID Name Identification
- Single e911 Per Customer
- Cloud Based Solution which Includes
 - ICS Maintaining all Server Hardware and Server
 - Solution Housed in Cyrus One CoLo Facility in San Antonio, TX
 - Redundant Hosts, Internet, Generator, Fiber and Fire Compression
 - Redundant Center in Cyrus One in Lombard, IL
- Open Standard SIP Phones
 - Work on any hosted solution
 - Industry leading SIP based Polycom phones

Call Recording

Powerful Call Recording

- 10 GB of call recording included in the system solution
- Ability to search and tag calls
- Ability to expand call storage history for further retention
- Can search by Caller ID, extension number, dialed number, date, call tag

Softphone & Web App



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Chrome WebRTC Client

- Included with every license
- Works via WebRTC
- Controls desktop phone
- Also can be a SIP phone
- Works on PC, tablet or phone

Mobile Phone Integration

Mobile Integration

- Simultaneous ring of desk phone and mobile phone
- Ability to transfer calls between devices
- Mobile phone client

Built-in Audio Conferencing

Built-In Audio Conferencing Bridge

- Built-in Audio conference bridge up to 1/4 of total users
- Allows secure audio conferencing with PIN



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ICS Open Voice - Financial Summary

Description	Monthly
ICS OpenVoice- 60 Month Monthly Payment Includes: • Unlimited US and Canada Outbound Dialing • All User Licenses Include ◦ Unlimited Auto Attendants ◦ Call Record ◦ Unified Messaging and Voice Mail Box ◦ Simultaneous Ring of Desk and Cell Phone ◦ Desktop Client for Chat and Answer/Dialing of Calls ◦ Call History • Encrypted Telephone Calls for Remote Anywhere Capabilities Over the Internet • Directory Listing, Caller ID and e911 per DID • Cloud Based Solution with Cloud Based Redundancy • 1 - Yealink 58W phone with wireless handset • 5 - Yealink 54W phones • 1- Fax Number and Fax Adaptor	\$219.75