

RFA - LIFELINE

Telephone and Voice Services

Voice systems are an essential component of every business—more so in today's accelerated 'information on demand' culture. RFA prioritizes voice solutions with the same gravity as data systems. Utilizing years of experience in monitoring networks, RFA applies this expertise to the voice side of operations, providing higher levels of monitoring than the typical "voice only" integrator. RFA delivers the best-of-breed voice solutions every time. RFA's dedicated in-house team can design, implement and support the phone system that is right for you.



PHONE SYSTEM DESIGN AND IMPLEMENTATION

Whether you are looking to purchase or lease a phone system, RFA's in-house team can design and implement your voice solution. As your trusted advisor, we ensure your technology represents your needs today and caters any future expansion with your budget in mind.

CONSULTING AND SYSTEM INTEGRATION

RFA's expertise with the gamut of phone systems, turret systems and telephony applications allows for integration across platforms and vendors. Our goal is to optimize your operation and enhance productivity.

PRODUCT AND IP SUPPORT

RFA offers proactive systems monitoring, management of software updates, problem resolution and continuous optimization of your converged voice and data networks. RFA's 24/7/365 Network Operations Center (NOC) provides on-site and remote technical support from our expert telecommunications team whenever you need it.

MANAGED SERVICES

RFA can function as your full-service outsourced communications provider including hosted voice services to enterprise-level systems.

FEATURES

- 24/7/365 support
- Product and IP support
- Voice over IP telephony (VoIP)
- Messaging solutions
- Call accounting applications
- Speech recognition/faxing applications
- Conferencing solutions
- Maintenance, monitoring, remote support
- Disaster recovery solutions
- Turret systems

BENEFITS

- Redundant designs keep your phone system operational
- Rapid response from our in-house technicians
- Flexibility inherent in our designs gives you the option to expand your voice system

TOP TIPS

1. Consider unified messaging. Accessing all your voice mail, faxes and calls on your mobile device is easy
2. Consider a business continuity solution
3. Discuss SEC compliance
4. Buy a system that is scalable
5. Order phone lines early as it can take 6-8 weeks
6. Buy known brands; they are easy to use and widely supported
7. Ask about integration of turrets and other applications for your system

BOSTON, MA
Inquiries
617.951.4562

PURCHASE, NY
serving
Westchester &
Connecticut
Inquiries
914.729.7401

NEW YORK, NY
Inquiries
212.328.6260

Inquiries@rfa.com
www.rfa.com