

Managed Voice Services

21st century business telephone solutions for today's small and midsize businesses



**whaleback**
SYSTEMS™

Transforming How Businesses Communicate

Just like the rest of the world, business telephone solutions are going digital. Advanced technologies like Voice over Internet Protocol (VoIP) are delivering high-productivity features and substantial cost savings.

Is your small or mid-sized business taking advantage of these 21st century innovations? With Whaleback Systems, you will be.



A phone service that serves your business

Imagine a business telephone service that saves you money, improves efficiency and brings the sophisticated features of a big-company PBX to your small or mid-sized business.

CrystalBlue Voice Service™ — a fully managed and award-winning IP business phone solution — combines the benefits of VoIP technology with the reliability and simplicity of a fully managed voice service.

Together, we provide the industry's most advanced IP telephony solution for companies with 15 to 500 telephone stations. Our all-inclusive service is designed, installed and fully supported by Whaleback Systems and its certified partners.

Answer calls more effectively

With CrystalBlue Voice Service:

- All employees get their own programmable auto-attendant, so incoming calls can be answered after hours or when no one can answer the phone.
- A menu selection allows callers to leave a message, reach employees on their cell phones or use the dial-by-name directory.

- Calls easily can be forwarded to any outside number or transferred to another extension with an announcement of the caller's identity.
- If you have multiple departments, "hunt groups" can be established to rotate calls to the next available employee in the appropriate group to answer the call.

You can take it with you

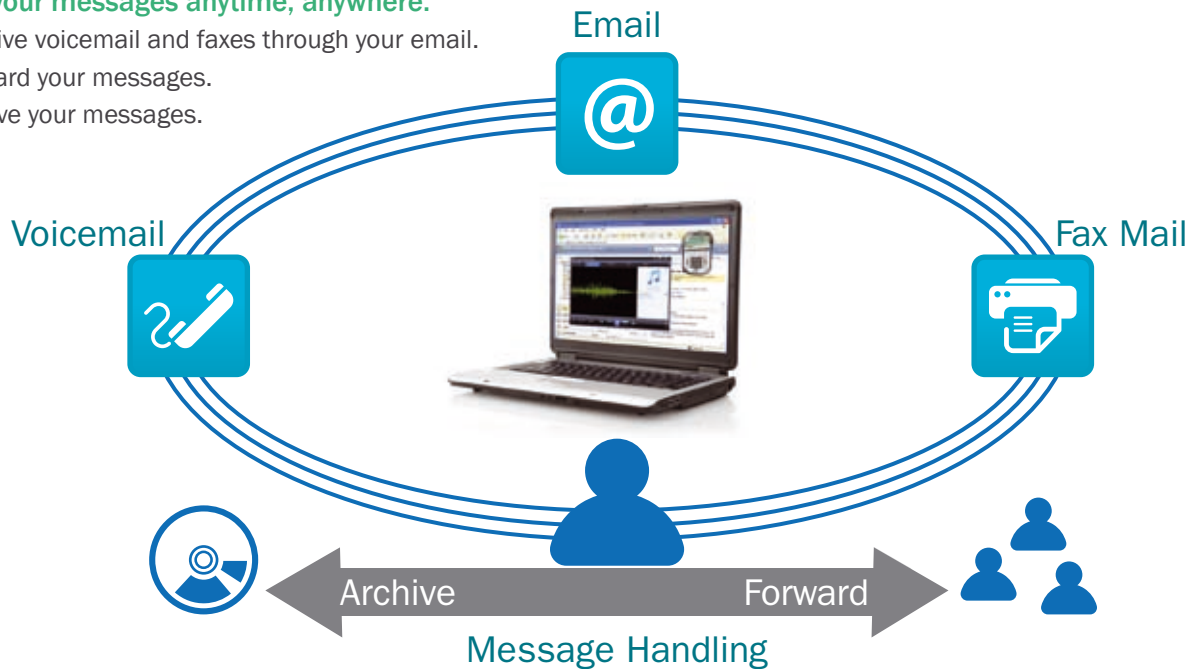
Do you have employees who travel or work from home? They can take their phone service with them using our CrystalBlue Voice Service mobility solution, which includes remote extensions for telecommuters and soft phones for road warriors.

Have temporary job sites? All that's needed is an Internet connection to plug in a remote extension. When moving to a new location, employees simply unplug the phone and take it with them. Any number of duplicate extensions can be assigned so that employees always stay connected to your business and your customers.



Get all your messages anytime, anywhere.

- Receive voicemail and faxes through your email.
- Forward your messages.
- Archive your messages.



Never miss a message

With unified messaging, all email, voicemail and fax mail are converted into a digital format and delivered to the employee's email inbox. Read email and faxes and listen to voicemail any time. In addition, forward, file, sort, archive and retrieve all forms of messages – safely and securely.

Go green with conferencing

Your CrystalBlue Voice Service can be configured with a conferencing service that supports both Web-based and audio conferencing. It's affordable, billed along with your phone service and fully supported by Whaleback Systems and its certified partners. And it reduces the need to travel to off-site meetings, helping you save money and time while being more environmentally conscious.

Around-the-clock availability

No one can prevent equipment failures, power outages or natural disasters, but we're ready for them. Ask us about our network redundancy, disaster recovery and business continuity plans. Along with our 24x7 network monitoring, these plans ensure your CrystalBlue Voice Service is always available.

You'll never sound better

Your telephones really do say something about your company's commitment to quality. That's why we value service quality above all. Plus, we back our service quality with breakthrough technology – it's the science behind our service.

Ask us for a demonstration so you can experience CrystalBlue Voice Service for yourself.

It's quality you can hear.



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Cost Savings

“Our managed voice service is extremely flexible and offers far better cost control than a traditional PBX. We can scale our service on a phone-by-phone basis which is critical for adapting to changing business cycles.”

Kevin Mazur, CIO, National Title Network

Productivity

“A single inbox for voice, fax and email simplifies operations and allows us to more easily and more effectively service our customers. I can’t say enough about our experience with CrystalBlue Voice and would recommend it wholeheartedly for anyone who relies on voice presence and continuity.”

Jody Haneke, President, Haneke Designs

Reliability

“Powerful and reliable phones are a necessity in our business—not a luxury. The CrystalBlue Voice Service helps us communicate the value of our services to our customers.”

Fred Attalla, Designated Broker of Points Nor’East.

Simplicity

“Whaleback offered an end-to-end managed service that allows us to outsource our telephony infrastructure and focus our time and resources on running our business.”

Saundra Cunnagin, Controller, Harty Tractor Service



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We're Here for You

Whaleback Systems and its certified partners give you unparalleled service quality, advanced features and state-of-the-art equipment—all for an affordable and predictable monthly fee. Contact us today for more information.