

Unitech Launches new Telecomms Division

Unitech IT Solutions, leading provider of Information Technology Solutions in the Illawarra has recently extended their service offering to include a dedicated telecommunications division.

Locally owned and operated, WxTEL follows its parent company's existing ethos of tailor-made solutions, recognising client individuality and offering each client a complete solution to their IT or telecommunication needs.

Vince Iacovelli, Unitech IT Solutions Managing Director said, 'Extending the Unitech brand to incorporate a dedicated Telecommunications arm makes corporate sense. IT, Telephony and data go hand-in-hand; we are now able to offer a complete one-stop solution for all your business communication needs.'

Ross Thompson, Business Telecommunications Manager, will endeavour to put WxTEL at the forefront as the telecommunications leader for the Illawarra, utilising local talent to eventually establish a national presence.

Ross is hugely enthusiastic about launching WxTEL and as a businessman who involves himself greatly with the local community and supporting local businesses is excited about the extension of choice his prospective clients in the region can now expect.

Ross commented; "As a local provider, WxTEL has the ability to tailor Fixed-line, VOIP, PABX and ADSL1/2+ solutions for each client's individual requirements, moving away from the current generic service solutions offered by our national competitors, clients will also have the added benefits of dealing with a local company, who takes customer service and satisfaction seriously"



Personal Profile

Name: Ross Thompson

Job Title: Telecommunications Business Manager

What does your role involve?

I run the WxTEL Telecommunications business for Unitech IT Solutions, consulting with commercial clients and recommending solutions to maximize their telecomm capabilities, lower overall spend and increase business efficiency

What is the best part of our job?

Interacting with my clients and developing suitable communication solutions.

Which popular sitcom character are you closest to?

Ray Romano from 'Everybody Loves Raymond'.

Which has been your happiest moment in life?

The birth of my baby daughter, Chloe.

Where's your favourite place in the world?

At home with my family on the farm in the Shoalhaven.

If you could go anywhere in the world where would you go?

I'd love to go back to South Africa to visit the country where I spent most of my childhood.

Which two famous people would be your dream guests at a dinner party?

Nelson Mandela and George W Bush. I am a huge history buff.

If you could have any superpower for a day what would it be?

To be a master of time so that a day would last forever...

Do you have any nicknames?

I volunteer for the fire brigade and my colleagues there call me "Buttons" as I am always fiddling with the communication equipment in the trucks.



Quick Question?

For a chance to **win** a personal Canon Multifunction printer with scan, fax and 24 ppm printer simply answer the question below, email your answer to sales@unitech.com.au to be entered into the draw. Closing date is May 13th 2011.

What does the acronym "VoIP" stand for?

All about VoIP

With the increased adoption of high-speed Internet across Australia and abroad, it has become much easier to send and receive large amounts of data without affecting bandwidth. What this means for consumers is that they can now download huge files quickly, browse multiple web pages simultaneously, and even make telephone calls over the Internet; an emerging technology known as VoIP.

What is VoIP?

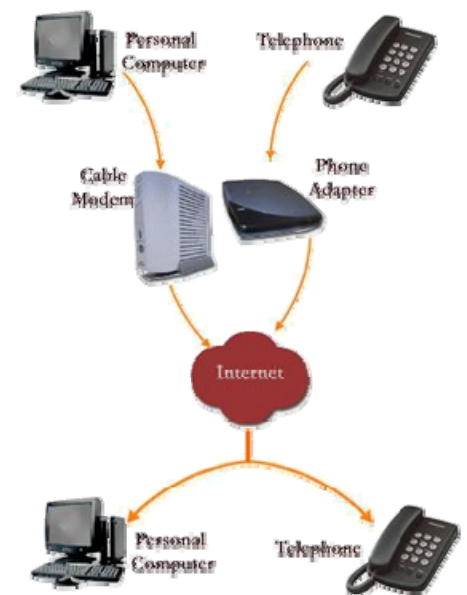
VoIP stands for Voice over Internet Protocol, and it is quite simply a way of using the Internet to make and receive telephone calls. The primary reason VoIP is becoming so popular is cost and convenience; as VoIP is significantly less expensive than typical local and long distance telephone service offered by the phone companies. Additionally, one high-speed Internet connection can serve for multiple VoIP telephone lines.

How does VoIP Work?

With VoIP service, the PSTN is replaced by the Internet as the network for routing phone calls, and is proven to be faster, more efficient and cost effective. Using VoIP, a person's voice is transmitted into digital data that is then sliced into small fragments called packets that are sent across the Internet at lightning speed. These packets are then reconstructed and heard on the receiving phone. Sounds like a lot going on during a phone conversation, but most people who use VoIP phones don't even know they are making telephone calls over the Internet; the call quality is that good.

What are the Benefits?

VoIP has a lot of advantages over the traditional phone system. The main reason for which people are so massively turning to VoIP technology is the cost. By replacing your current PSTN phone system with VoIP you could reduce your communication costs on international calls by 90%!



Unitech's Top Tip from Gordon our IT 'Guru'!



Internet Explorer browser shortcuts

F11 - Full screen (toggle)
 Ctrl + H - Open the History Window
 Ctrl + R - Reload the page
 Alt + Left Arrow - Back (Previous Page)
 Alt + Right Arrow - Forward (Next Page)
 Alt + Home - Home page

End - Go to the bottom of the page
 Home - Go to the top of the page
 Ctrl + N - New Window opens
 Ctrl + W - Closes window
 Spacebar - scroll down
 Shift + Spacebar - scroll up

Ctrl + F - Find on page
 Ctrl + D - Add page to Favourites
 Ctrl + P - Print current page
 Ctrl + B - Organize Favourites
 Ctrl + I - Open Favourites Window
 Alt + D - Select text in address bar

Client Case Study

Southern Habitat is one of the Illawarra's leading environmental contracting companies, specialising in the management of natural areas and the restoration of degraded environments.

Started in 1998, the company has grown from a SOHO business to employing up to 20 full time and part time employees with a recent relocation of its office and depot to the one Illawarra location.

This relocation, combined with their impressive growth, identified limitations in their telecommunications system, including lack of voice messaging, the inability to place clients on hold or transfer calls internally, limited incoming and/or outgoing calls and an increase in the cost of their calls as the business expanded its services beyond the region.

Following discussions with our WxTEL consultant, we identified a low cost IP based phone system that provided short, medium and long term benefits to the organisation.

The AVAYA IP Office 500 IP phone system provided the client with voice messaging, call management, music on hold, growth flexibility and above all VoIP trunking, enabling the client to make long distance calls for a fraction of the original cost. Combined with a very competitive call service plan, WxTEL has provided a very cost effective solution to Southern Habitat's telecommunication needs.

