

## Y2K Turns 20!



Exactly 20 year ago, it seemed that most business customers felt that they had to upgrade their phone systems before the calendar flipped to the year 2000, or else! Many businesses either invested in a new phone system, or at least upgraded to the latest software upgrade to proactively avoid any interruptions.

Now, 20 years later, I've found that numerous business customers still have their phone systems that they had in 1999. The computers may have been updated 3 or 4 times since then, but the phones are still hanging in there!

Over the years, the phone system landscape has drastically changed:

- Nortel (a.k.a. Northern Telecom) went bankrupt in 2009, and stopped manufacturing phone systems
- Shoretel and Inter-Tel were bought out by Mitel
- Toshiba abruptly stopped manufacturing phone systems in 2017, and was also bought out by Mitel
- AT&T became Lucent, which became Avaya, which went into Chapter 11 bankruptcy in 2017, but has emerged. Spirit Systems, Partner Systems and Merlin Systems are still being used today, although many have reached end of life many years ago
- Cisco was the king of VoIP Phone Systems, but their proprietary model and higher pricing have limited their growth

If you still have any of the systems above, you may want to consider being proactive and upgrading to the latest & greatest in phone system technology. Regardless of whether a premise-based phone system or a hosted solution is the better fit for you, here are some of the benefits of our solutions:

- Fax & Voice mail to email (forward voicemail and faxes from anywhere)
- Find me/Follow me (allowing incoming calls to ring to your cell phone)
- Caller-ID (this is a new feature for customers with very old systems!)
- Large Display Screens (touch screens are also available)
- Built-In Wireless Redundancy (in case of power/network failure)
- Conference-Call Capability
- Soft Phone apps (make and receive calls as if you are in the office)

## 106 & Counting!

When I started Emendee Tech in 2010, I still had my corporate job, so I had to divide my time carefully: 7:30-9am, noon to 1, 5-8pm and weekends were reserved for building my business.

Since then, I have worked with a numerous of banks, medical offices, and non-profit agencies.

I quickly learned that I was very comfortable working with Catholic Churches and Schools (especially since they would answer my calls early in the morning!).

I have worked with over 100 Catholic Churches, Schools and Organizations (106 to be exact... 1 per month since 2010), including my own Church (St Dominic's), Office of Radio & TV, and Catholic Charities... not to mention (16) St. Mary's, (4) St. John's, (4) Sacred Hearts and (3) St. Joseph's! I have also implemented telecom and/or energy solutions in a number of other Churches, including Congregational, Episcopal, Baptist & Evangelical.

Pastors, office managers and principals always seem to be an absolute pleasure to work with, which makes my consulting work even more rewarding. And, they always appreciate the savings & improvements!