

Where in the world is Dave?!

The great thing about technology is that people can be virtually anywhere at any time. Whether it's via email, text, phone, Face-Time, or any other sort of connection, technology makes it all happen.

So, when my wife Michelle (the “M” of Emendee”) & I recently moved to Jasper TN, I had to make a few tweaks:

- 1) I requested a new phone # for my future TN customers to call: 423 939-9889 (Granite Communications activated this # for me within an hour!). This # rings the same way that 860 426-1755 rings. While on the road, it “follows me” and rings my cell phone after 2 rings. When unavailable, a customer’s voicemail forwards to email. (There’s also a free app that mirrors the office phone, so work can be done wherever and whenever Internet is available).
- 2) I started to advertise my toll free # on my business cards: 855 EME-NDEE
- 3) I updated my website and mailing address (315 Deer Ridge Point, Jasper TN 37347)
- 4) I had Granite Communications program a button onto my phones: When I don’t hit the button before dialing a number, it sends out my CT Caller-ID info, but when I hit that special button before dialing a number, it sends out my TN Caller-ID info. How cool is that?!

In addition to expanding Emendee Tech to southeastern Tennessee, the plan is to continue visiting CT on a monthly basis to service existing customers.

Client Spotlight:

Litchfield Hills
Orthopedic Associates, LLP



Litchfield Hills Orthopedic Associates, located in Torrington & Bristol CT, was looking to improve their phone system capabilities, while simultaneously minimizing their capital expenditure.

After a thorough analysis of their telecom bills, it was determined that they were paying too much for their services. Once an Emendee Turn-Key Telecom Consulting Agreement was implemented, work began immediately by documenting and identifying every line and all services. Once the current network set-up was understood, a new, more efficient network was designed.

We worked together with the current IT company, alarm company, current telecom vendors and the new vendors to ensure a smooth transition to our new Hosted Voice Solution. And, since they decided to rent their phones, the total monthly cost is less than the previous total monthly cost, not to mention the unlimited remote phone system support!

According to Debbie Zarrella, the LHOA Finance Manager, “Not only did Dave spearhead the effort to improve our telecom network, his solution resulted in an immediate cost savings for our practice. The new phones work great, and the features have led to improved productivity!”