

# NetNews

NetVersant™  
network solutions for an e-world

SEPTEMBER 2005

SOUTHEAST EDITION

## NetVersant offers helping hands to Red Cross

### Katrina's aftermath creates extensive telephony needs

*The catastrophe and human suffering resulting from hurricane Katrina are almost beyond description. When the Red Cross, in responding to this unprecedented natural disaster, found that its telephone system was inadequate to address the massive relief effort, NetVersant stepped in quickly with a timely solution.*

As soon as the need for Red Cross volunteers became apparent, two of NetVersant's Houston employees — Brandon Ellett and J Flippin — headed to the Red Cross headquarters.

Brandon had a previously relationship with the Red Cross before joining NetVersant and had remained in contact with Red Cross Director Jim Taylor.

Upon arrival, Mr. Taylor made Brandon and J aware that the Red Cross's telephone system simply could not sustain the tremendous call volume. Phones were ringing busy for incoming callers, outgoing calls could not be made and an adequate telephone system was needed desperately in order to assist the hundreds of thousands in crisis.

After repeated urgent attempts by the Red Cross to contact its contract telephony maintenance provider failed, Brandon and J stepped up to the plate. On behalf of NetVersant, they performed quick troubleshooting and found that the Red Cross system was undertrunked and understaffed.

Within ten minutes, Brandon had made arrangements to secure 15 telephones and digital line cards, a system roll out to a NetVersant truck was underway and more than a dozen call center agents were programmed to beef up the Red Cross' then six-person call staff. The following day, Brandon and J teamed with NetVersant technician John Robinson to program two dozen additional phones, provide training for 22 telephone volunteers and work alongside SBC to ensure that a new T1 line was correctly installed.

"Helping the Red Cross was an honor for me both personally and as a NetVersant employee," recalls Brandon. "It was rewarding to hear Jim Taylor remark that NetVersant 'saved' the Red Cross amid Katrina's catastrophic aftermath." ■

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market  
watch

NetVersant is proud to serve as a Platinum Sponsor of Nortel Oktoberfest. Mark your calendar today for Wednesday, October 26 at Toyota Center in Houston, Texas.

[www.netversant.com/telephony/norteloktoberfest](http://www.netversant.com/telephony/norteloktoberfest)

[http://nortel.com/houston\\_oktoberfest](http://nortel.com/houston_oktoberfest)

# NetVersant spotlights professional service team members

NetVersant is proud to employ the most professional and highly trained technicians in the industry. In this issue of *NetNews*. We are pleased to spotlight two new members of NetVersant's field services infrastructure in our Southeast Region: Michael Carrick and John Robinson.

Michael Carrick joined NetVersant in June 2005. As Senior Lead Technician, Michael is responsible for several major accounts for which he maintains, upgrades and installs associated equipment, including Symposium Call Center Server, Call Pilot, Nortel Option 81C, Option 61C and Option 11C. With more than 20 years of experience in the telecommunications industry, he has excellent troubleshooting and problem resolution skills and is highly knowledgeable about LAN, WAN networking, NT server, NT workstation, Meridian and Cisco VoIP products.

NetVersant also spotlights John Robinson, who joined our team in June 2005. In his role as Technical Support Engineer, John is responsible for the installation and maintenance of Nortel PBX systems in the Houston area, including symposiums, Call Pilots and NICE systems. With more than 30 years of experience in the telecommunications industry, he has achieved an extensive range of certifications. ■

## The unique "NetVersant Experience" Superior customer service: a cornerstone for operations

*Countless companies can install a door reader or install a security system. What makes NetVersant different is terrific, consistent customer service.*

There are other crucial and financial-based differences that position NetVersant as the industry leader: training, equipment and our Call Center, among others. But superior service is the lifeblood of our company and the key to customer loyalty. We create a unique "NetVersant Experience" for our customers based on how we act and interact. Similar to the expectations you have when going to Disneyland, a fine restaurant or high-end hotel, we recognize that you have expectations as a NetVersant customer...expectations we can create and shape.

Every NetVersant employee plays a key role in creating your NetVersant Experience, from the reception desk to billing, from scheduling to on-site technical execution, and every position between.

We salute the employees who ensure premier customer service to our valued customers. ■

*seamless*  
**Supportive**  
SUCCESSFUL

**As NetVersant continues to lead the industry, we strive to provide solutions that are successful and seamless, backed by the support and expertise of the most highly trained technicians in the industry.**

**To learn more about NetVersant's converging IT service platforms — telephony, electronic security, network infrastructure and wireless solutions — contact To learn more about NetVersant's telephony service offerings, contact Mark Davis at 713.403. 3809 or [mdavis@netversant.com](mailto:mdavis@netversant.com).**

## customer service centers

### ARIZONA

Phoenix

### CALIFORNIA

Los Angeles/Orange County  
Mountain View  
Sacramento  
San Diego  
San Francisco  
San Jose

### COLORADO

Denver

### GEORGIA

Atlanta

### IDAHO

Boise

### MARYLAND

Baltimore

### MASSACHUSETTS

Boston

### MINNESOTA

Minneapolis/St. Paul

### NEVADA

Las Vegas  
Reno

### NEW MEXICO

Albuquerque

### NEW YORK

New York

### OREGON

Portland

### PENNSYLVANIA

Philadelphia

### TEXAS

Austin  
Dallas  
Houston  
Weslaco

### VIRGINIA

Richmond  
Sterling

### WASHINGTON

Bellingham  
Olympia  
Seattle  
Spokane