



Enhanced Solutionz Program (ESP)

At Gsolutionz, we understand that effective communication is critical to your success. We also understand that effective communication comes about only when the right technology for your specific needs is selected, deployed correctly and, most importantly, fully utilized by your organization. The services identified below are designed to assure that you realize the tangible benefits that effective communication brings, today and for years to come.

Technology Support. Organizational Results.

Unlimited Help Desk Support

- You aren't making necessary programming changes because the financial and time commitments are prohibitive.
- ESP and the Gsolutionz One-Call Service Center eliminate the stress of worrying about maintaining your phone system, because EVERYTHING is taken care of at a fixed quarterly cost.

Priority Scheduling

- When you have service needs, they need to be addressed immediately and traditionally, when you call for service, it just takes too long to receive this service.
- ESP clients proceed to the top of the Gsolutionz One-Call Service Center queue and receive the service they need 24x7x365.

Unlimited User and Administrator Training

- The old phone service paradigm lacks for training. Either you were never trained properly, the training you did receive was insufficient for such complicated technology or in the case of new employees is cost-prohibitive and taken on by previously under-trained staff members.
- ESP clients receive unlimited remote or (as necessary) on-site training.

Software Migration (Updates)

- Software updates are expensive and cumbersome to execute.
- ESP clients keep their software up-to-date, supported and don't need to continually re-invest in new technology with FREE software upgrades from Gsolutionz.

Maintain System(s) Back Up Disaster Relief

- More than 75% of your business is started or executed on the telephone and you cannot afford to have your communications platform or services be down for even a minute, but unfortunately you don't know enough about technology to build a proactive plan to protect your investment.



- ESP clients enjoy Gsolutionz Disaster Planning Sessions, initiating back up plans for inevitable power outages, natural disasters, and hardware or services failures. The result is increased uptime and peace of mind that your corporate image is protected by a plan with a company (Gsolutionz) that can execute.

One Point of Contact - Third Party Network Services Management

- You are tired of the finger pointing when you have problems with your phone system or service, you don't have the time to deal with outages and you definitely don't want to listen to telecom "chatter" and just want it fixed NOW!
- The Gsolutionz Carrier Services Consultation and Negotiation Center gives ESP clients ONE point of contact for hardware and carrier services. ESP clients hold one organization (Gsolutionz) accountable for service and benefit from faster, hands on service and updates.

Annual System Tune-Up

- You actually have no idea how your technology is functioning but think it is fine. In any event, you cannot afford telephone system downtime, but have programming that needs to be changed. Your time needs to be spent producing results for your organization, not taking the time to figure it out and call in for service.
- A Gsolutionz ESP Annual Organizational and Service Review, featuring a live visit by your Communication Consultant and a Field Engineer allows you to proactively replace hardware that may be on its last legs, make sure that environmental changes aren't affecting your technology's uptime, gives you a status update on all of your technology contracts and gives one of our technology experts an opportunity to recommend how to change your communication technology to align with organizational changes you might be facing.

Carrier Services Consultation, Connectivity Audit and Review

- If yours is like most businesses, you:
 - get sales calls daily from carriers saying they can save you money, but you're not sure these solicitors are on the level
 - your telephone/internet bill is too confusing to understand
 - you think you are paying too much
 - when you do have a chance to get out of one of these one-way contracts, they "auto-renew" and you don't know the process to make sure this doesn't keep happening
 - You need more bandwidth to improve the performance of your system
 - VoIP can make your Long Distance Bill go away
- Once again, the Gsolutionz Carrier Services Consultation and Negotiation Center gives ESP clients the confidence to never take another carrier sales call again, the ability to always pay the most aggressive rates (ESP client's average yearly phone/internet savings = 22%), and peace of mind to never worry about negotiating with carriers again.



Semi-Annual Organizational Review and Update with On-Going Analysis of Emerging Technologies

- Your phones features don't work like you remember them working during the demo. In the past, when technology was purchased, users were excited to use the features and applications, but quickly realized they don't have the time to figure out how to use and customize them for their specific needs. Business needs changes at such an aggressive pace, who knows what will be need in the future?
- As an ESP client, you can meet with your Communication Consultant at least every six months in order to ensure that all features and applications are deployed specific to your desires and environment, evaluate your business and help you understand how your technology can help you attain your goals/objectives and challenge your business processes, which can promote healthy changes to archaic processes.

Proactive System Monitoring

- You can't afford downtime and you can't afford to come in the office and have your voice technology suffering from problems. You need to be able to communicate 24x7x365, but cannot have someone onsite all the time.
- Gsolutionz ESP Alarming & One Call Service Center proactively monitors your phone system so that we can stay ahead of problems that take your focus off of achieving results. Your bottom-line is increased uptime.

Transaction Processing Services

- One of the most costly aspects of the ordering process for Small and Medium businesses is the ever-increasing cost of accepting credit cards, debit cards and checks.
- Gsolutionz has become a direct sales office of First Data, the largest payment processor in the world and is able to partner with your company in lowering the fees that you are already paying. With so many ways to process electronic transactions, changing laws and random rate increases our internal Gsolutionz transaction processing Trusted Advisors will personally service your account and immediately add to your bottom line.

External Threat Security Audit

- Did you know that just having Video Surveillance on your premises deters theft and vandalism in more than 90% of cases?
- All ESP clients are treated to Annual Surveillance Audits where our Advisors will assess your need for comprehensive security measures such as motion detectors, cameras or security lighting. Whether it's to protect the building and contents or to protect your company from unwanted employee behaviors, we have the video solution you need. Our certified and trained staff will help you find the perfect solution for your video security needs.