

ETA leverages Business Communications to produce results that positively impact your business.

Expert Technology Associates (ETA) is an award winning, full-service business communications provider serving over 1,800 customers throughout the US and abroad. ETA designs, implements and manages unified voice & data communications solutions that help reduce costs, increase productivity and enable seamless, boundless collaboration.

We formed ETA in 2001 to deliver a better business communications experience for companies that were used to poor customer service, high prices, and solutions that got the job done, but didn't have any lasting positive impact on productivity, efficiency, and collaboration.

At ETA, our mission is to forge lasting relationships with our clients by consistently producing outcomes and results that positively impact their business. ETA provides a "one stop shop" for all of a company's business communications needs through our comprehensive suite of solutions, including premise-based and hosted IP telephone systems, carrier services (voice and Internet connectivity), audio & web conferencing, Unified Communications (UC) applications, tools that enable mobility and collaboration, contact center management systems and more. We empower our customers to either purchase their technology outright, or diminish the need for upfront capital expenses with ETA MyWay, a fully managed services program.

ETA believes in always being there for our customers. That's why we provide continuous, full-turnkey account services including strategic planning and guidance, project management and implementation, installation, and ongoing field and help desk support. ETA's core values of Integrity, Accountability, Performance and Caring coupled with our extensive industry expertise forms the foundation for succeeding on our customers' behalf.

In addition to every employee's unwavering dedication to our core values, ETA's people are highly accomplished subject matter experts covering all disciplines related to providing our services. Our technicians, customer care team, and sales professionals demonstrate their commitment to continuous self improvement by maintaining several technical and professional certifications that must be updated on at least an annual basis.

This fierce commitment to succeeding on our customers' behalf is why we're consistently recognized as top performers in our industry. Year after year, ETA ranks in the top 15 out of approximately 750 Mitel authorized partners. For over five years, we've been ranked as both a top 5 Paetec partner and the #1 Overall Netcarrier partner. We also recently earned the "Rising Star" award from the Sonic Management Group, a nationwide consortium of premier business communications providers. ETA is honored to have earned these recognitions that reflect our unending drive to deliver business communications solutions that positively impact our customers' business.

QUICK FACTS

- Award winning voice & data communications provider serving over 1,800 customers throughout the US and internationally
- Deliver full turnkey solutions, including strategic planning & guidance, project management & implementation, installation, and ongoing customer care

Solutions We Provide

- Premise-Based, Managed & Hosted IP Business Phone Systems
- Unified Communications
- Audio & Web Conferencing
- Mobility Gateways
- Contact Center Solutions
- Carrier Services (Voice and Internet Connectivity)
- Managed Network Security, Productivity, and Business Continuity Services
- And many more!

Awards and Accolades

- Mitel "Platinum Plus" Top 15 Business Partner and Exclusive Business Provider
- Top 5 Paetec Partner
- Netcarrier #1 Overall Partner
- Preferred Partner status with over 20 other carrier and IT services providers

ETA provides a comprehensive, one-stop shop for all your Business Communications needs.

ETA BUSINESS COMMUNICATIONS SOLUTIONS

VOICE & DATA CONNECTIVITY (CARRIER SERVICES)

ETA provides comprehensive, full-lifecycle support for all your voice & data connectivity needs. We work as your advocate by leveraging our partnerships with over 20 carrier services providers to design a voice, data, and Internet solution customized specifically for your needs.

This personalized approach typically helps our

customers significantly increase bandwidth for the same or less than what they currently pay. Our diverse range of carrier partners includes Verizon, Qwest, Level 3 Communications, Global Crossing, VoxNet, Paetec, Netcarrier, Bullseye Communications, Masergy, Broadview, Cogent and more.

BUSINESS PHONE SYSTEMS

ETA combines decades of industry expertise with the latest premise-based VoIP & Digital and Hosted VoIP phone system technology to design customized solutions that help streamline operations, better manage costs and enhance collaboration through advanced Unified Communications (UC) & mobility services. ETA is a long-time Mitel Exclusive Business Provider, because we believe in the unmatched reliability and scalability Mitel solutions deliver. That's why we also only use Mitel solutions for our in-house communications needs.

We help companies reduce their upfront and ongoing communications expenses with MyWay™, our unique managed services program for business phone systems. MyWay™ helps free up capital and overcome budget limitations by eliminating the hefty downpayment, maintenance fees that increase annually, and significant replacement costs associated with traditional purchase programs.

POWEREDUP!™ MANAGED IT SERVICES

ETA combined extensive expertise, unrivaled customer support and Enterprise-class applications to create PoweredUp!™, our comprehensive and cost effective suite of solutions designed to supercharge your productivity, fortify your security, and ensure your business is always up and running. Because we manage these services for you, there's no expensive equipment to buy or maintain, software patches to worry about, or staff needed for administration. Our comprehensive suite of solutions includes:

- Network Security (Unified Threat Management)
- Server Data Protection & Recovery
- Internet Failover and Load Balancing
- Email Continuity & Spam Filtering
- Email Archiving
- Hosted Email (Exchange/POP)
- Secure Communications & Large File Transfer
- ... and More!

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