



HOME > NEWS



June 16, 2006

Mediatrix Technical Services Group in Place

Single point of contact established for customers looking to maximize the benefits of implementing VoIP solutions

Mediatrix Telecom Inc., the leader in Voice over Internet Protocol (VoIP) access devices and gateways, announced today, the implementation of its new Technical Services Group as part of its TAC team. This team of highly skilled service and support experts will help customers reduce roll-out complexity and risk, accelerate solution deployment, and expedite the integration of the Mediatrix line of VoIP products within their telecommunications environment.

"Offering Mediatrix Technical Support Services along with our award winning line of access devices and gateways will help more corporate enterprises to quickly attain the maximum benefits from VoIP technology," said Stéphane Blais, TAC Team Leader at Mediatrix. "For enterprises, this means easier product integration, leveraging Mediatrix' vast expertise and support network and ultimately lowering overall IT costs in the accomplishment of their VoIP projects, so they can focus on what matters most – their customers."

Included within the Technical Service Groups Expertise:

Engineering Services:

Mediatrix Technical Services offers engineering services including:

- ❖ Technical queries on products and applications.
- ❖ Assessment of VoIP network designs.
- ❖ Validation and proof of concept for suitability
- ❖ Implementation and in-service support

Technical Assistance Center:

The Mediatrix Technical Assistance Center (TAC) is the focal point of contact for technical issue for network in-service with live customer experiencing VoIP-related issues. Services offered by the Technical Services Group include:

- ❖ **Knowledge Base:** Web interface portal with configuration
- ❖ **Remote Support:** Remote support by telephone, email and Instant Messaging,
- ❖ **On-Site Support:** Integration, specific application requirements,
- ❖ **Off-hours:** TAC Services are offered as an option 24x7.

"To adapt to fast-changing business needs, IT managers in telecommunications need to create an infrastructure that is agile, flexible and reliable," explained Denis Paradis, Director of Operations and Customer Support for Mediatrix "Mediatrix helps address these issues by combining the strengths of our powerful technical services organization to provide an all-encompassing service and support solution for both local and global applications."

More information about the Mediatrix Technical Services department is available at

<http://www.mediatrix.com/services.php>