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## Presence Management: The Greatest Form of Communication

*Randy Wear of Decision Systems Plus Illustrates Presence Management & How It's Enhancing Communication Between Employees & Customers*

DES PLAINES, IL – November 25, 2009 – Want to improve communications and productivity between employees and customers? Then Presence Management is the way to go. This wonderful technology gives all individuals within a company the ability to know staff availability and the best way to communicate with their peers. Is someone in the building or even at their desk? Are they in a meeting? Are they on the phone? By having this information, one can determine if, and in what manner to connect with another person. That's the benefit of Presence Management and it's enhancing the way we communicate. Having this information provides communication options that is dramatically driving up productivity for those companies deploying Presence Management – both large and small.

Unified Presence Management is driven off of a company's voice and data system and empowers people to control where and how they communicate. It coordinates devices such as computers, cell phones, Voice over IP (VoIP), and personal communications services. When someone logs onto their computer, a pop up window appears with the names of fellow employees and their current presence activity (in office, at client, on the phone).. Right from this Presence window, you can see the status of others, launch a call to them (desk or mobile), send an email, forward a voice mail, receive faxes, send secure Instant Messages, control how your callers will reach you, manage calls via desktop phones or a softphone, and launch a collaborative web conference session – all with a single mouse click. Users may

also choose to provide information for everyone to see. For example, you may tie this to your calendar so others will know when you'll be back in the office from lunch. Another user may make everyone aware that they will be working off site all day. Knowing everyone's availability offers greater options to rapidly assist with everyday business issues.

The power of Presence is absolutely incredible. For instance, a client may contact your facility with a question that requires engineering assistance. Immediately, through Presence you can pull a list of company engineers and see who is available. If the best person to answer that question is currently on the phone, you just send them an instant message and they can either answer you via IM, become available on the phone or suggest a peer to respond. No chasing down dead ends while your valuable client waits on hold. The flexibility and efficiencies Presence provides is tremendous and one can assume that it is easily driving customer satisfaction levels through the roof. A basic phone system cannot operate in this fashion and unfortunately those that utilize traditional telephony are missing the boat.

Presence includes a great feature called find me/ follow me. This gives people the ability to reach a specific individual anytime, anywhere based on the implementation of a few easy to set rules in the system. When you are unavailable, you can give your caller the option of finding you on their cell phone or at another predetermined location. A user may just directly transfer all calls to their cell as well. Another relatively new feature is twinning – a setting that rings both the desk and mobile phone simultaneously. Connecting with the person you want to has never been this easy.

Time is more important than ever in today's business environment. Presence Management saves a significant amount of time because of the technology's innate ability to drive efficiency and productivity. Every business owner realizes the positive impact that even a minimal amount of improvement in this area can have on an organization's bottom line. Plus you empower each employee to make better-informed communication decisions which drive satisfaction in the workplace. Presence Management is a true win for everybody!

### **ABOUT DECISION SYSTEMS PLUS, INC.**

Decision Systems Plus, Inc. is a premier member of Technology Assurance Group (TAG).

Founded in 1985, Decision Systems Plus, Inc. (DSPI) provides computer, security and telephone technology infrastructure sales and support to increase client's productivity and profitability.

DSPI are specialists in technology infrastructure support, including cabling, desktop, computer room, telephone room, local and wide area network, communication applications and telephone lines to connect an enterprise to the rest of the world for voice and data. Headquartered in a suburb of Chicago, DSPI's local team has hundreds of combined years of experience and has been involved in thousands of implementations during their careers. DSPI also has offices throughout North America and strategic relationships with firms around the world. DSPI's main office is at 1011 E. Touhy, Des Plaines, IL 60018. For more information, please call 847-699-9960 or visit [www.dspi.com](http://www.dspi.com).