Impilo Communications provides complete needs analysis to determine client technology direction, solve existing problems, improve efficiency of existing systems, and review proposed systems in relation to present and future operational needs. The results of a complete needs analysis will allow your organization to make sound decisions on the future of your telecommunications systems.

With the tremendous change in available technology today coupled with the various solutions offered by a myriad of companies, many organizations feel overwhelmed with the choices for their telecommunications needs. Impilo Communications understands this frustration. Impilo Communications works with client organizations to determine the best manner in which to proceed with technology choices, network arrangements and simple communications options.

Impilo Communications understands that the best manner in which to determine a client’s telecommunications direction is to conduct a full needs assessment. The results of such will fully answer such questions as:

- Do we need to replace our current PBX or Voice Mail systems?
- What do I do now that our current contract for services is expiring?
- Should I renew my PBX contract?
- What new technology is available to meet our needs?
- What is the cost of the new technology we may need?
- How can I ensure that we are using our systems to the best advantage?
- How do I communicate with my branch offices more effectively?
- Is there a better way to use our current systems?
- How do I proceed to take advantage of what is on the market today?
- How do I use new technology to compete in my industry?

Impilo Communications can answer those questions by providing a complete assessment of your telecommunications needs. Starting with end user interviews, Impilo Communications will ensure that all recommendations are compliant with your unique operation and future plans. The result of this assessment will clearly determine your technology direction whether it be to optimize existing systems, add peripheral systems or conduct a complete replacement of current systems with more productive technology.

The results of a complete needs analysis will allow your organization to make sound decisions on the future of your present telecommunications systems as well as allow for full strategic planning into the future.
Telecommunications Product Evaluation

Impilo Communications's professionals have the expertise to provide complete and complex evaluations of vendor products. This service is available for the end user who desires a comprehensive evaluation of the products they are planning to purchase. The professionals at Impilo Communications combine their extensive knowledge in system design with the specific product's design criteria to complete these evaluations in a most comprehensive manner.

Call Processing System Design and Acquisition Services

Although maligned consistently in the press, the automation of call processing and message taking functions is a necessary and productive alternative for businesses today. The improper design, implementation and use of these systems, however, leads to such problems as caller complaints, lost callers, customer frustration and eventually lost customers.

It is through a complete evaluation of your everyday business atmosphere, an in-depth analysis of your calling patterns and careful attention paid to your callers needs that Impilo Communications is able to correctly design a voice/call processing system that meets the needs of your business and your callers and not to the specifications of a certain product offering.

Call Processing System Design, Selection, Recommendation and Implementation services include:

- Automated Attendant Systems
- Voice Messaging Systems
- Interactive Voice Response (IVR) Systems
- Voice Recognition/Response Systems
- Information Retrieval Systems (Audio-Text)
- Text-to-Speech Applications
- Unified Messaging Applications
- Electronic Mail Integration Applications
- Facsimile Store-and-Forward Applications
- Multiple Voice Processing System Networks
- Multiple Voice Processing Platform Networks
- PBX/PABX Integration Applications
- Service Bureau vs. C.O. Based vs. Premise Based Comparisons
- Internet Driven Solutions for Unified Messaging

It is through careful implementation that your callers will begin to appreciate the investment you've made to process their calls more efficiently.

PBX System Design and Acquisition Services

Once seen as a victim of the rise in popularity of digital PBXs service has made a resurgence mainly due to the newer, digital Central Offices (Lines) being installed by the local operating companies. PBX is the product of choice among many telephone companies nationwide and is sold in various “packages” based on customer size, feature demand, service availability and system cost. Impilo Communications will design, recommend and implement the correct PBX system for your telecommunication needs.
Our experience and expertise covers:

- Analogue PABX Offerings (Analogue & Digital Central Offices)
- Digital PBX Offerings (Digital Central Offices)
- Fixed Tariff Offerings
- Customized Tariff Offerings
- Compatible Telephone Equipment (Key, Hybrid & PBX)
- ISDN Basic Rate Offerings
- ISDN Telephone Equipment
- ISDN Attendant Consoles
- PBX Internet Access Applications
- Caller ID Applications
- PBX Compatible Call Accounting Systems
- PBX Compatible Voice Messaging Systems
- C.O. Based Voice Messaging Offerings
- PBX Management Systems
- PBX Compatible Attendant Consoles
- C.O. Based Automatic Call Distribution (ACD) Offerings
- Digital T1 based Integration with PBX Offerings

Impilo Communications has worked with numerous local operating companies in regards to their PBX offerings. Although provided under a variety of names, PBX service is based on the Central Office (C.O.) manufactured by such companies as Northern Telecom or Nortel, Lucent or Avaya, Siemens, Ericsson, NEC, Fujitsu and others. The features available will depend on the C.O.’s software level and the tariffs filed by the local operating company. Impilo Communications maintains contact with many local operating companies to keep in touch with new offerings and antiquated tariffs.