



THE PRESIDENT'S CORNER

With every new season comes change, and that holds true here at Mercury Communication Services as well. We are excited to unveil our new and improved image. This past fall everything from our logo to our web site was updated to reaffirm our ongoing commitments to serving our clients better. The changes didn't end there. On the forefront of the telecommunications industry, we are working with our partners to deliver the latest hardware, software and service solutions to help businesses succeed.

In an effort to streamline our offerings, you'll find industry-focused solutions on our new web site. All of our systems are custom designed for your business's specific needs; however, aligning the most suitable communication practices by industry allows us to help our clients remain connected to the latest solutions

for their organization. The past year has seen some of the largest advancements in business telecom, opening the doors to a new level of office efficiency. We are proud to offer the most complete Unified Communication systems on the market, the NEC Univerge 360.

Finally, our re-tooled services are optimized to ensure that the most valuable asset, your connection to the world, is always working at 100%. As a result, we have seen the highest overall customer satisfaction ratings and are moving into the remainder of summer and the onset of fall with all of our changes in place, we are poised to deliver the solutions and support to drive your business through the 21st century. ■

As always thank you for your support,
Greg Osler



NEWS

SPOTLIGHT

BRAG BOX

SALES & MARKETING

DID YOU KNOW?

MERCURY COMMUNICATION SERVICES, INC. IS A FULL-SERVICE TELECOMMUNICATION COMPANY. *THE MESSENGER* IS A NEWSLETTER PUBLISHED FOR THE CUSTOMERS AND FRIENDS OF MERCURY

CASE STUDY: SOLUTION FOR CLIENT SUCCESS

Unifying Six Companies into a Single System

Wellington is an insurance company that has grown to over 150 employees since its inception in 1988. It operates six different companies using the same phone system installed by Mercury over 15 years ago. Their growth and facilities expansion began to create problems not only with the logistics of the system but their client relationships as well.

"Mercury offers a true one-stop for all telecommunications needs, including both equipment and networking solutions," said Nassar Ashkar, Manager, and Purchaser of Office Services. The first step Mercury took to solve Wellington's problems was to analyze call routing into Wellington and then define how calls should be routed to all departments in the six different

companies. Mercury then designed call groups by implementing new call routing logistics, including "800" (toll free) numbers and "DID" (direct inward dialing) numbers. Unified Communications for Business (UCB) technology allowed new call routing through its automated attendant and ACD functionality. Combining that with the "Rich Presence" feature allows all employees to see the status of all other employees and provides superior customer service.

In the short time the system has been in place, it has created an excellent impact.

Mercury also solved telecommuting, remote communication and conversation recording issues for Wellington. Overall, Mercury Communication Services deployed a complete Unified Communications solution for Wellington to meet their current and future

business needs. In the short time the system has been in place, it has created an immediate impact. Management in each company now has the ability to evaluate all calls being answered, DID and all unified messaging.

"The most impressive piece of Mercury's service was the communication between their operations department and our I.T. department," said Mr. Ashkar. "We will certainly continue to use Mercury and recommend them to anybody else seeking a premiere partner for all of their network solutions."

"It is long term partnerships like this one with Wellington that speaks volumes to Mercury's commitment to customer care that we strive to achieve every day. We are honored to be their partner," said Greg Osler. ■

Mercury Team Spotlight

BRIAN GATES OVERSEES WORKFORCE SOLUTIONS GREATER DALLAS

Brian Gates, M.C.S. Project & Sales Engineering Manager, has been providing business communication solutions over the past 15 years, and has been at Mercury since 2006. His latest project was for Workforce Solutions Greater Dallas.

It was up to Brian and his Mercury team, including Dan Gahagan on sales, to update an outdated system for Workforce Solutions, an organization in Dallas that focuses on matching job seekers with employers. Brian and Dan put together the proposal, then Brian as lead engineer, took on the discovery, network design, and programming. Once the system was set up, Brian and his team executed the onsite deployment and installation work.

Before Mercury stepped in, maintenance costs were rising for Workforce. Available parts were diminishing and there were countless connectivity issues as calls were inefficiently routed to distant offices. Brian and the Mercury team implemented the Inter-Tel 5000, a Unified Communications system to network the seven Workforce offices into one central location. They enhanced the existing data network with the latest Power over Ethernet (POE) switches, the backbone for a complete Internet Protocol (IP) solution. Then working with CBeyond they provided a new digital voice service and data infrastructure between the sites. These new packages were not only more reliable and faster; they saved Workforce Solutions money every month. Finally, the new 4-digit dialing system, voice messaging and desktop faxing helped to streamline communications and solve issues prevalent in the previous system.

"I am confident that we designed, and implemented a complete solution for Workforce Solutions Greater Dallas that will help them better serve the Dallas workforce now and into the future," said Brian Gates. ■



Brian Gates
M.C.S. Project & Sales Engineering Manager

Brag Box

Mercury Anniversaries

Rick Duda	5 Years	Sam Meade	10 Years
Mike Slaydon	5 Years	Ray Yates	10 Years
David Tanno	5 Years	Cindy Wilson	20 Years

Certifications

NEC SV8100 VoIP Certification

Jonathon Anselmi, Jeff Cherry, Rick Duda, Bryan Sheriff, David Tanno

NEC Unified Communications for Business

Jonathon Anselmi, Brian Gates, Mike Hines

NEC Univerge UM8500 Unified Messaging; Cisco CCNA Certification

Eli Jordan

AVST CallXpress

Sam Meade

NEC SV7000, SV8100, SV8300, NEAX 2000 IPS, NEAX 2400 IPX, IMG, MMG, UMG, NEC CCWX, QMaster ACD, Wireless LAN, Sphere Soft switch and Voice Mail Installation

Kelly Blake

DID YOU KNOW?

Mercury's Managed Services

Did you know Mercury's managed services guarantees that your business's telecommunication system never succumbs to technological obsolescence, by keeping your company moving at the pace of change? Also, Mercury's managed services can grant your company tax benefits by being categorized as a capital expense. Visit our web site (www.mercurycom.com) to find out more and request a quote, or call us at 214. MERCURY.

Sales and Marketing

DIRECTOR OF SALES AND MARKETING



Ron Aievoli
Director of Sales and Marketing

Ron, a 26-year veteran of the telecommunications industry, manages Mercury's sales staff and marketing efforts. His team includes new system sales personnel, after-market service consultants and business development representatives. He works with our manufacturer partners to ensure our sales staff is fully trained and sales certified on the equipment we sell. This also allows us to provide consultative services to our existing and prospective clients. His experience is instrumental in developing our corporate messages, internal training material, and proposal tools.

Most recently, Ron served as Director of Sales-Enterprise Accounts and Director Business Development for a national telecommunications integrator. In those capacities Ron built a national sales team focused on selling NEC and Mitel enterprise solutions in vertical markets such as government, higher education, healthcare, and hospitality.

Prior to that, Ron worked for NEC Unified Solutions as Sales Director-Central Region where he managed a team of account managers and sales engineers covering 14 states and supporting over 85 NEC distributors. A perennial NEC President's Club winner, Ron was one of the most recognized sales executives securing multi-million dollar distribution agreements with national integrators and national sales agreements with customers including Hilton Hotels Corp.

Ron is sales certified on the Mitel 3300ICP and virtually all of NEC products and applications. He is recognized as a NEC VMP (Vertical Market Specialist) for healthcare, higher education, hospitality, and government.

At Mercury, we understand the importance of providing professional, conscientious, and certified sales personnel and under Ron's leadership Mercury will continue to focus on our commitments to our customers. ■

IN THE NEWS

Solid, Reliable Partnerships are crucial to the American Red Cross.

The American Red Cross is an internationally recognized humanitarian



American Red Cross

Together, we can save a life

organization led by volunteers and guided by its Congressional Charter and the Fundamental Principles of the International Red Cross Movement. The organization provides relief to victims of disasters and helps people prevent, prepare for, and respond to emergencies.

In order to drive local awareness in the Dallas/Fort Worth area to the resources required to respond to disasters, the American Red Cross Dallas Area Chapter partnered with the Southwest Community of Motion Picture Artists to produce an 18-minute movie called "F5". The film uses fictional characters to show how lives change and what the community can do to help during tornado disasters.

The film has been highlighted on many local television news programs and premiered on June 11, 2009 at the Studio Movie Grill in Dallas. The movie has also been posted on their Internet site and can be seen on YouTube as well. It is a direct reflec-

tion of the local chapter's Capacity Building Plan, attempting to drive the awareness of Dallas/Fort Worth citizens and businesses and to attract resources and volunteers in the Dallas area.

The bottom line is without outside financial and volunteer help, the American Red Cross would not be able to respond in the way that the community expects. During a catastrophic event, the American Red Cross still is responding to the daily average of three home fires.

For the past 11 years, Mercury Communication Services, Inc. has enjoyed a strong partnership and has been doing its part to help the Dallas Chapter of the American Red Cross with reliable communications equipment and services. The American Red Cross requested Mercury to be on site prior to hurricanes Katrina and Ike, not knowing the category levels of the storms before hitting land. This request was to ensure that all communications would be up and working. Mercury as-

sisted in immediately ordering additional telephone service to handle the overflow of calls coming into their offices.

"Mercury Communication Services, Inc. has been an excellent partner for the Dallas Chapter of the American Red Cross", states Chuck Ratcliff, Assistant IT Manager. "When we need a partner to understand our needs and respond the way we respond to the community, we count on Mercury Communication Services, Inc."

There are many ways for individuals or businesses to assist the American Red Cross. Whether it's in the form of donations, company blood drives, or volunteering time, your efforts will help so many people in so many ways. To get more information on the Dallas Area Chapter of the American Red Cross go to www.redcrossdallas.org.

Mercury is both committed to the American Red Cross and honored to be their telecommunications partner. ■

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NEW TECHNOLOGY CLIENTS

Ad Sack	Markham Fine Jewelers	West Dallas Community Church
Arcana Insurance Services	McElree Savage & Smith	Waxahachie Daily Light
Bent Tree Oaks Apartments	McGuire Residence	Workforce Solutions Greater Dallas – Administration Office
Boys & Girls Club of Collin County	NTR Metals	Workforce Solutions Greater Dallas – Grand Prairie Center
Broadstar Wind Systems, LP	Pediatrics After Hours 2, LLC	Workforce Solutions Greater Dallas – Irving Center
Cadence McShane Corporation	Roman Catholic Diocese of Dallas	Workforce Solutions Greater Dallas – MLK Center
DFW Emergency Animal Clinic	St. Augustine Catholic School	Workforce Solutions Greater Dallas – Mesquite Center
Dawson International, Inc.	St. Mary of Carmel	Workforce Solutions Greater Dallas – Richardson Center
Folsom Residence	Scotty P's Restaurant	Workforce Solutions Greater Dallas – Southwest Center
For Kids Only Child Development Center	Select Plastics LLC	Workforce Solutions Greater Dallas – Stemmons Center
Liberty Bank Southwest	Settlement Capital Corporation	
Little Elm I.S.D.	Titan Management	

REPEAT CUSTOMERS

All Ports Travel	Robert Hughes Associates	Range, Inc.
Ayres Residence	KS2 Technologies, Inc.	Sherman & Yaquinto, Attorneys
BP Capital, L.L.C.	Lake Pointe Medical Center	U.S. Ply, Inc. (Corporate Office)
Barsco – Wichita Falls, Texas	Longacre Financial Services, Inc.	U.S. Ply, Inc. (Plant)
Boys & Girls Club of Collin County	Lumenate LP	Valley View Christian Church
John Brennan Interests, Inc.	McKinney I.S.D. (Club 360)	
Walter Lee Culp – Dallas, Texas	Moroch and Associates, Denver, Colorado	
Walter Lee Culp – Houston, Texas	Moroch and Associates – Panama City, Florida	
Empire Roofing Company Southeast, LLC	Moroch and Associates – Greensboro, NC	
Frontier General Insurance Agency / Wellington	Moroch and Associates – Milwaukee, Wisconsin	
Guida, Slavich & Flores	Primo's Tex Mex Grill	



**MERCURY
COMMUNICATION
SERVICES, INC.**

1283 Record Crossing
Dallas, Texas 75235

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