



## Harmony IP.com

*iQ NetSolutions' Products Provide Key Ingredient for Hosted Executive Suite Service*

### Customer Solution

#### Customer Profile

Harmony IP.com provides hosted voice, Internet and telephone system services for small to medium-sized companies in the Salt Lake City, Utah area. They also offer business services such as faxing, email and a "virtual reception service."

The company was founded by NetCom Communications and an ISP based in the Salt Lake City area in August 2003.

#### Business Situation

As a start-up, Harmony IP.com wants to deliver a unique Executive Suite service based on their virtual reception service to their client companies. They selected the VistaPoint Enterprise products to satisfy this requirement.

#### Benefits

- New hosted service offering
- Quicker response time
- Seamless transfer of calls
- Shared receptionist/operator services

#### iQ NetSolutions Products

- VistaPoint Enterprise
- VistaPoint Console Companion
- VistaPoint Companion for Outlook

*"In July 2003, we started evaluating iQ NetSolutions' VistaPoint Enterprise as part of a new service offering. The VistaPoint products have proven to be a very key part of our service offering."*

Jeremy Roberts, General Manager  
HarmonyIP.com

#### Everyone Wants to Hear a Live Voice

Imagine starting a new business or revamping an existing one. There are so many needs; costs for equipment and services must be considered, which is why hosted Executive Suite services are so appealing to many businesses. In addition to equipment and services is the desire to outwardly project a bigger company appearance. One of the most important factors in presenting this image is a receptionist/operator, typically the first voice you hear when calling a company. Today, many companies use auto attendants to handle their reception needs, although most callers would prefer being greeted by real person. HarmonyIP.com has come up with a fresh new idea that takes advantage of today's technology while adding a personal touch.

#### A Unique Service Offering

When an ISP and NetCom Communications got together to form HarmonyIP.com this year, they launched a unique new service offering. They combined telephone lines, IP-PBX services, and Internet services that are customized for each client company's business requirements, and also included a "virtual reception" service that is bundled in the offering. iQ NetSolutions' VistaPoint Console Companion™ is the cornerstone for this unique virtual reception service, enabling HarmonyIP.com to extend the features of their hosted service package.

With VistaPoint Console Companion, a shared receptionist at HarmonyIP.com answers calls for each client company with a greeting tailored for each client. Calls are then seamlessly processed regardless of the client company's physical location. Jeremy Roberts, general manager, HarmonyIP.com said, "Our goal is to answer every call in two rings and direct the call accordingly, adding that personal touch. HarmonyIP.com will have a window into everything going on in the phone system."

Small- to medium-sized companies are being offered this service today. HarmonyIP.com already has customers signed on for the service with 40-50 extensions being handled by two receptionists and a backup receptionist. And that's just the beginning. "Another huge opportunity for our service offering is for the individual insurance agents or people who work out of their homes for example, who want to give the impression of a big company," said Roberts.

*"The VistaPoint Console Companion is as powerful as IP. It was a no brainer to work it into our network."*

Jeremy Roberts  
General Manager  
Harmony IP.com

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With VistaPoint Enterprise™ software, firms such as HarmonyIP.com can also offer services to home-based clients. These clients can lease a virtual office, which is an attractive alternative to renting a physical office. Using a broadband connection to a PC and IP phone, VistaPoint Companion applications enable home-based clients to work remotely. The capability to provide home-office services enables small businesses to minimize overhead costs while realizing the benefits of hosted services.

#### **VistaPoint Enterprise Products and Benefits**

HarmonyIP.com was very familiar with the VistaPoint products through its association with NetCom Communications, and these products were a calculated part of their plan for the virtual reception service offering.

They selected VistaPoint Enterprise, because it supports a suite of applications providing seamless PC-desktop call control and management of distributed telephone systems and users. VistaPoint Console Companion is the operator interface for the VistaPoint Enterprise product line. Operators can answer and quickly process multiple telephone calls using their computer's keyboard or mouse.

Benefits to both the receptionists and users are many. The receptionists benefit from the drag and drop transfer feature, the status displays, and the Instant Messaging capability, because these features give them the flexibility to handle a high volume of calls more easily and efficiently. Their customers like having a receptionist answering the phones and the seamless transfer of calls. And, they enjoy the professional image projected to the outside world.

There was also an added benefit to HarmonyIP.com as well with the introduction of the VistaPoint Companion for Outlook™. This application provides a fast, visual and informative interface to a user's telephone within the same familiar interface as Microsoft® Outlook. "This application was truly an unexpected benefit. It's a plug-in for Outlook, and it works so well. We are testing it now and eventually we'd like to offer it to our customers as a great time saving feature," said Roberts.

#### **The Results**

HarmonyIP.com has successfully launched a new service offering with the help of iQ NetSolutions. Thus far, they have installed two of the VistaPoint Console Companions to handle the bulk of the work, but plan to add two more consoles. Their customers can now have a receptionist answering calls without the expense of increasing staff or telephony equipment. The VistaPoint Enterprise products have proven to be powerful, reliable and intuitive tools that play a major role in HarmonyIP.com's network, and they provide a key differentiator for their service offering. And with the VistaPoint Companion for Outlook, HarmonyIP.com can further enhance their service offering in the very near future.