Brochure

See attached.

ENA SmartVoice®

Intelligent solutions for enhanced communications

Powerful, Scalable, and Cost-Sensible

Stop Spending Your Valuable Time and Money Fighting Outdated or Costly Phone Systems. Upgrade to ENA SmartVoice!

ENA is helping education and library institutions just like yours streamline their communications and better prepare for emergencies. ENA SmartVoice—our interconnected, cloud-based VoIP solution—delivers enterprise-grade features and functionality designed specifically for education and library communities.

Relieve the Burdens That Come With Upgrading, Managing, and Maintaining Your Own Voice Services

Our fully managed and redundant voice solution can lower your total cost of ownership and ensure a seamless path to continued growth. Whether your technology department has two team members or 50, there is always more work to do than hours in the day. ENA SmartVoice comes with a skilled and knowledgeable support team that is with you every step of the way—before, during, and after service deployment. Easy to implement and highly-scalable, ENA SmartVoice offers a tremendous amount of flexibility—enabling organizations to deploy VoIP at one site, multiple sites, or campus-wide.

Tailored VoIP Solution Designed to Meet the Needs of Today's Education and Library Communities

- 911 email or text notifications
- Simplified, flat-rate monthly billing with no hidden fees or costs
- Weather alerts and forecasts
- Integration with existing analog overhead paging systems, as well as SIP paging offerings
- Ability to pull call detail records via the online admin portal
- Superior customer support that is with you every step of the way
- No local server/PBX required
- Unlimited local and continental U.S. long distance
- Customizable messaging/on hold music

Why Is ENA SmartVoice So Smart?

More Value
- Lowers the total cost of ownership

More Features
- Call forwarding
- Click-to-call
- One-to-many intercom
- Voicemail to email
- Numerous call-flow options

More Security
- Intelligent 911
- Mobility
- Business continuity

ENA SmartVoice®
Complete Cloud VoIP Delivery

Internet Access

Advanced VoIP Handsets

With ENA SmartVoice, You Are Never Alone

At ENA, we understand that replacing your existing legacy system and transitioning to a new VoIP service can seem daunting, but that's because you haven't experienced the simplicity that is ENA. Our dedicated team will ensure that your VoIP implementation remains seamless, stress-free, and—best of all—on schedule.

ENA's 7 Keys to Facilitating a Successful VoIP Deployment

- Initial Preparation
- Data Gathering
- Make Ready
- Installation & Number Porting
- Training
- Go Live
- Project Completion

ENA Is Here to Help Every Step of the Way

- Dedicated project manager that oversees the entire implementation
- Pre-installation interviews with key personnel at each site to determine their phone/feature needs
- Status update meetings with key ENA personnel
- Training

Dedicated Customer Support

Our ENA Customer Technical Assistance Center (CTAC) provides 24x7x365 support by highly-trained professionals who utilize best practice frameworks to enhance our comprehensive customer support model.

It's in Your Hands (If You Want It To Be)

Although ENA SmartVoice is fully hosted, you maintain full administrative control of the solution. Through the solution's online administrative portal, designated personnel can configure an organization's phones remotely, eliminating the need to travel on-site to make changes for users.

Your administration portal enables you to

- Quickly make name changes and PIN resets
- Create call groups
- Configure your automated attendant
- Configure users' phones
- Pull call detail records
- Configure zone paging
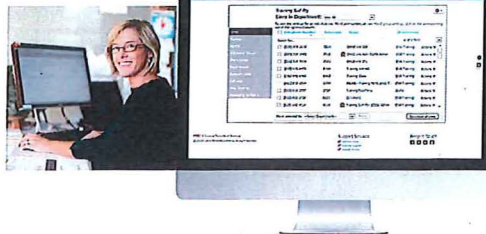
Package Recommendations

These package and handset recommendations are a suggested starting point.

ROLE/USE	DEVICE/HANDSET		FEATURE PACKAGE(S)
Faculty Teacher Classroom Courtesy Phone	VVX 201	T2 IP E2	ENA SmartVoice *Prime*
Staff Administrators	VVX 300 Series	T42 S	ENA SmartVoice *Plus*
Reception Secretary Principal Library Director Administrators	VVX 400 Series	T46 S	ENA SmartVoice *Plus or PlusMobile*
Executives Superintendents Administrators	VVX 501	T48 S	ENA SmartVoice *Plus, PlusMobile, or Pro*
Technicians Staff Anyone On the Go Transit	**ENA** SmartVoice *Go* Mobile App		ENA SmartVoice *Mobile or PlusMobile*
Main Number Call Flow	Incoming calls ring to the assigned phone(s) for live answer		ENA SmartVoice *PlusOffice*
	Allows callers to select from a menu to self-route calls		*Auto Attendant*

Simple, Seamless, and Secure Mobility at Your Fingertips

With ENA, your access is not limited to your on-site phone system. The ENA SmartVoice Go app provides the critical access and flexibility you need when you're away from your desk and on the go.

ENA SmartVoice Go enables users to remotely

- Place and receive calls using ENA SmartVoice extensions
- Check voicemail
- Review call logs
- Access contacts
- Change call forwarding settings

ENA SmartVoice Delivers Results

Dedicated Customer Support

The School District of Clay County, Florida

"The people at ENA are what set this service apart and what make it great. With ENA, you gain access to an entire support team of knowledgeable engineers and experts who are ready and willing to help you."

— Jeremy Bunkley, Information and Technology Services Department Supervisor

New and Improved District Communications

Prince George's County Public Schools, Maryland

"With the installation complete, we are now enjoying all the bells and whistles that come with having a managed and hosted VoIP system, including voicemail to e-mail, numerous call-flow options, administrative portals, conference call capabilities, and real-time weather notifications."

—Robin Evans, Supervisor of Telephone Services and Data Wiring

Add up the savings. There's a lot of it to go around.

ENA SmartVoice is cloud-based and hosted, so there's no outlay of capital expenditure other than the phones themselves—only a flat monthly rate that delivers savings and a lower total cost of ownership over traditional on-premises systems. ENA SmartVoice is highly scalable and offers a rich array of productivity-enhancing features. Its value rises while that of aging, underperforming on-premises systems only declines.

More security. Less worry.

With ENA SmartVoice, a phone in every room becomes an affordable reality, enabling instant and precise communication in the event of an emergency. Our intelligent 911 system ensures that emergency personnel are dispatched to the correct physical address, regardless of where within the ENA SmartVoice-served area the caller is located. Whenever a 911 call is made over ENA SmartVoice, your staff can be notified immediately via email. Our Anonymous Call Blocking feature prevents prank calls from reaching your staff by rejecting calls from callers who have blocked their Caller ID. Our solution provides nimble, mobile telephony. As long as there is Internet access, ENA SmartVoice services are available to a user—even if his or her regular office or building is shut down or rendered inaccessible for any reason.

All of this, backed by ENA's legendary support.

Perhaps the most compelling feature and benefit of ENA SmartVoice are those first three letters. ENA SmartVoice is next-generation, enterprise-class telephony backed by ENA's exceptional commitment to customer service. In the unlikely event that there's a problem with ENA SmartVoice's highly-reliable voice network, you'll have the full attention of ENA's live, 24x7x365 CTAC and engineering support!

Learn more at www.ena.com/smartvoice

CONTACT US TODAY!

For more information about ENA SmartVoice, contact your ENA account service manager or visit our website at www.ena.com.

General Inquiries: 866-615-1101 | info@ena.com   Support: 888-612-2880 | support@ena.com

Education Networks of America

ABOUT ENA

Education Networks of America (ENA) delivers transformative technology solutions supported by exceptional customer care to education and library institutions across the nation. Since 1996, we have worked with our customers to design and engineer high-capacity and future-ready broadband, Wi-Fi/LAN, communication, cloud, and security solutions. For more information, please visit www.ena.com, call 866-615-1101, or e-mail info@ena.com.

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