

Hello colleague,

We've had a busy summer at vCom Solutions. Aside from welcoming 5 new clients, we held our annual Customer Summit, released vManager 5.1, and launched our customer survey – to name a few things! Fall will continue to be a busy time for us, not only because of holiday season, but like many of you, we're closing out 2013 and gearing up for an even more exciting 2014.

One of the challenges that our customers have expressed to us, especially at this time of year, is the need to tighten budgets, particularly around IT and telecommunications. With communications costs always increasing as a result of new technologies or company growth, this can be a daunting task. Your team at vCom Solutions is here to help – drop us a line to see how we can optimize your communications infrastructure while finding valuable cost savings to help you control your expenses.

Gary Storm
CEO

vManager 5.1 Released



We recently launched vManager 5.1 featuring several key enhancements designed to improve your experience with vManager. Elements include monthly dashboard reports, a revised invoice workflow, the ability to open billing inquiry cases, payment history, and engagement project plans. Learn more about vManager by watching a brief video tour here <http://www.vcomsolutions.com/videos/vmanager-51-release>

vCom Customer Summit

On September 10, vCom hosted its sixth annual Customer Summit in San Francisco. Almost two dozen clients participated in the three day event which included an awards ceremony, a business update, a peer-to-peer idea exchange, and some educational programs. We wrapped the event with some social outings including a Giants game and a round of golf. Next year's customer summit will take place from September 24 – 26 in San Francisco. Mark your calendars now and look out for our updates!

2013 Customer Survey

Each year we ask our clients to tell us how we're doing. We're committed to providing the very best solution and service to you, but we can't do that without your feedback. If you haven't yet received your link to the survey, [email us and let us know!](#)

vCom Community

Community Commitment



vCom sponsored nine employees and their families at the San Ramon "Run for Education", a fundraiser for the San Ramon Valley Education Foundation.

[Read more here.](#)

Team MOvCom: vCom celebrates November



vCom has started a November team to help raise awareness and money for men's health issues. So far, 10 men have joined the team and are actively growing out their mo's. To help support our efforts, [visit our team site here.](#)

Customer Spotlight:

Bryce Kerker
Information Systems Manager
Burkhart Dental Supply



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