

February 2015 vCom Buzz



Happy New Year!

As we say goodbye to a great year at vCom, we're excited about the possibilities that 2015 will bring. We're already kicking off on a high note with the results from our seventh annual Customer Satisfaction Survey. For the seventh consecutive year, we've achieved higher than 90% customer satisfaction. Our professional services team scored 98% and vManager scored 96%. Great job to all the teams involved!

Our top priority is ensuring we provide the best possible service and solutions to you, our customers, and we're always looking for your feedback. Based on your feedback, we've implemented several changes:

- Rebuilding [vManager](#), to be faster, more secure, and better optimized
- Expanding our mobility solution to include Mobile Expense Management, Mobile Lifecycle Management, and launching vMobile
- Encouraging engagement by increasing our customer outreach via phone, email, and site visits

We're also launching a number of new programs this year, including a series of educational webinars about industry trends and technology. Our first one, focusing on WAN, kicks off on March 18 - we hope to "see" you there!

Please don't hesitate to reach out to us directly with any feedback or questions - we always appreciate hearing from you!

Gary Storm, CEO

Now Playing: vManager Videos



Have you checked out vManager lately? Whether you're an expert or a newbie, our latest videos will help you make the most of your vManager experience. You can [check out the videos here](#).

Let vCom Help You Save the Day!



We're constantly looking for ways to help you save! From negotiating [15% savings on California AT&T POTS](#) measured business lines to working with Comcast to facilitate conversion to vCom management, we're all about saving you money and time. Contact your Account Lead to find out more.

Notices

vCom Closure Thursday, February 26

As we work to build the best possible vCom for you, we will be holding an Employee Summit on Thursday, February 26. Our offices will be closed that day, but we will maintain customer support to address urgent issues and outtages.

Additionally, we've posted our [holiday schedule](#) on our website for your convenience.



Don't let telecom fraud bankrupt your company as it nearly did to an [architecture firm in Georgia](#).

[Find out how you can prevent fraud on your lines.](#)



Knowledge is Power! vCom Webinar Series

Join us for our upcoming webinars! Be on the lookout for your invitation to the webinars or [email us](#) now to reserve your spot. If you can't attend, we'll send you the on demand presentation following the webinar.

- March 18, 12:00 pm Pacific: WAN
- April 15, 12:00 pm Pacific: SIP
- May 20, 12:00 pm Pacific: Conferencing and Collaboration