QCC
Voice | Data | Security

One Call. One Source.

AVAYA BusinessPartner SME Expert · ShoreTel Authorized Channel Partner · aruba Networks · Honeywell · DMP

www.qccusa.com

"I consider QCC an invaluable partner in our Success. QCC has exceptional Service and quality company culture. I have been impressed with the skill of your technicians, their availability, and the customer service you provide often in the middle of the night when we have an emergency."

Chris Blanchard
Daniel G. Schuster Concrete Construction

Connecting Business with Progress

With today's fast-changing communication systems, a successful business needs solid advice, product selection and quality service. Wouldn't it be great to rely on just one company to manage your voice, data and security with a fully integrated approach?

Absolutely. And you can. With QCC

For more than a decade, Mid-Atlantic businesses have found one company that seamlessly manages all aspects of their communication needs. Over 2,000 customers, significant manufacturers' awards and business media have celebrated the approach of Connecting Business With Progress.

Voice

With PBX systems from three leading manufacturers, over multiple protocols, and through a number of reliable carriers, QCC can engineer the proper telephony solution for your business.

Data

Moving information between points keeps your business flowing smoothly. QCC representatives can use their knowledge of infrastructure cabling and virtual networks to keep you connected.

Security

Don't leave your business vulnerable. QCC will use the latest technology from DMP and Honeywell to step up your security, and keep you safe through active monitoring.

"Referring QCC to my clients has been one of the best decisions I have ever made. QCC expertise in problem solving and troubleshooting has paid dividends for us around previously unsolvable problems."

Matthew Mueller
MacKenzie Commercial Real Estate

Voice

Let Us Make It Easy for You To Communicate

No one would argue that a phone system is the life blood of your business success. Without clear, reliable telephone service, customers may find their way to another source, your competition.

Are you willing to risk that?

It's not your job to be on top of what's next, it's ours. And it's our job to listen to what will make your business communications stronger. We listen and go to work designing a system that incorporates the right equipment with technology that will serve you well for the years to come.

Our expert staff, matched with technology partners, will deliver Voice over IP, Digital telephony and a complete menu to keep you connecting business with progress.

Look to QCC for telephone operating systems from certified partners Avaya, Panasonic and ShoreTel matched with voice services that include:

- Voice over IP (VoIP)
- Unified communications
- Digital telephony
- Mobility
- Call center
- Automatic call distribution
- Presence management
- Call recording & call accounting
- Voice mail systems
- Conference bridges
- Interactive Voice Response (IVR)
- Predictive dialing

ShoreTel Authorized Champion Partner

AVAYA BUSINESSPARTNER SME Expert

Panasonic

Honeywell

DMP

"Thank you for the work that QCC has completed for The Johns Hopkins Institutions over the past several years. There is no doubt that you have highly trained and competent staff."

Michael T. McCarty

Senior Director, Chief Network Officer, Johns Hopkins University, Johns Hopkins Health System

Data

Keep Your Network Up to Date

Moving information between points keeps business flowing smoothly. Email, documents and invoices need to be delivered to your customers without hesitation or interruption. It's easy to take these for granted until, of course, they fail.

That's when business slows to a frustrating halt.

At QCC, we know it's all about the network. The tools are only as strong as the network they rely upon. When communication goes from desktop to internet to the cloud, you need a system that responds without fail.

Our dedicated information flow experts understand how vital your network is to the success of your business. We design, build and install a network to support your entire operation both in-house and virtually. Our job is to keep your business multiple steps ahead of your competition.

Look to QCC for Data delivery systems that support your staff and customers efficiently and expertly.

Our data services include:

- Network management
- Server maintenance
- Server upgrades
- Help desk
- Internet access
- Integrated Services Digital Network (ISDN)
- Digital Subscriber Line (DSL)
- Multi-Protocol Label Switching (MPLS)
- T-1 Carrier Line

"QCC has installed security systems for many of our company's 250 branches nationwide, and each time they have been professional and knowledgeable during implementation as well as ongoing maintenance and monitoring. I have been so pleased with QCC that I turned to them for a solution to my own personal security needs."

Ed Schultheis
Facilities Manager, R.E. Michel Company

Security

Keep What's Yours.

Proprietary work systems, client data, custom equipment and years of hard work all stand in the face of disaster without a properly designed and installed monitored security system. Each year, business lose billions of dollars to theft and vandalism. These losses aren't limited to just merchandise and equipment, they include the exposure of personal information that businesses wish to keep private.

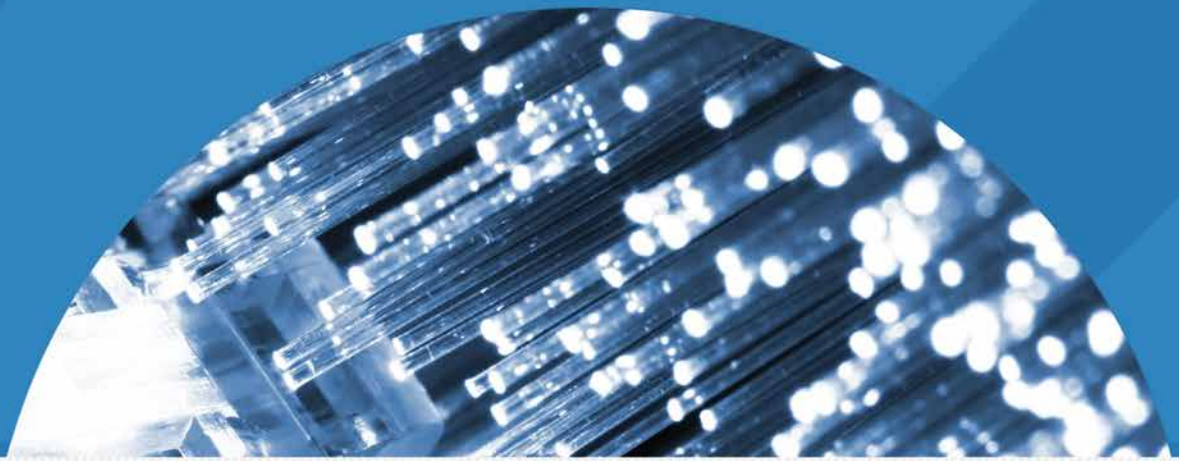
Are you ready for an unforeseen attack of your business?

QCC Voice| Data|Security protection systems provide greater peace of mind, lower insurance rates and stronger security for your company.

QCC Voice| Data|Security never plans a protection solution with an "off-the-shelf" approach. We spend as much time in the planning phase as we do in the installation process. When we review your business requirements, we introduce you to a protection solution to guard against unauthorized entry.

We provide installation by professionals, certified in the industry, of products that will provide years of "sleep insurance" for your business.

- Intrusion detection
- CCTV
- DVR recording
- Electronic access control
- Fire Systems
- Remote monitoring
- Motion activation
- Online account management
- Remote video surveillance
- Web-hosted electronic access control



"You respond to our needs cordial, attentive, and in a personal way. You found the best system to meet our needs. Your installation was well-timed for both the cabling and our telephone system."

Russell Testa
Marc DelMonico, Franciscan Action Network

Cabling

Cabling Done Right.

There is only one way to ensure that voice and data signals reach their intended user: install everything correctly the first time. At QCC, we match the right equipment with expert installation. We offer a wide range of cable types, from category 5e to fiber optics, in plenum and PVC, in order to fit the needs of any cabling job. Our technicians then terminate and jack at every work station so that your infrastructure is properly configured for optimal usage.

Our knowledgeable and experienced cabling technicians hold cabling certifications in Maryland, DC, Pennsylvania, Virginia, Georgia and Florida, and are able to pull permits as needed.

Cabling services include:

Cat 5e and 6
Single-mode & multi-mode fiber optics
High-count copper and fiber feeds
Plenum and PVC
Coaxial
Outside plant
Trenching and coring services
24/7 Installations available

verizon

MetTel
Metropolitan Telecommunications

netcarrier

"Our QCC representative coordinated with our carrier every step along the way during our company's moving process. Dealing with carriers can be a hassle, but QCC made our transition operate smoothly and painlessly."

Jeff Brooks
President, Spigler Petroleum, LLC.

xfinity™

windstream

EarthLink™

Carrier Services

We Read The Fine Print For You.

Opening bills for local, long distance and internet services can be a monthly anxiety, even for the most experienced professionals.

We know it's a tangled web to understand service providers rates and conditions. It isn't easy reading. For QCC, it's a language we speak. And will interrupt, on your behalf. After all, why have a high-performance telecom system if you're getting zapped with outrageous monthly fees?

QCC will review the service and rates of your current providers, so that we may evaluate and recommend sensible alternatives. We have strong relationships with and offer savings through these providers:

Verizon
Comcast/xfinity
Netcarrier
Megathpath
Windstream (formerly Paetec)
Spectrotel
Cox
Time Warner
MetTel
Qwest
Broadvox
Level 3
ACC
TW Telecom
Intercall

Support

You're Not Alone

Phone systems likely are not your forte, and that's okay. That's why at QCC we don't simply install your system and leave you unsupported.

QCC offers a full complement of knowledgeable technicians to meet all of your maintenance and repair needs. The members of our remote help desk are manufacturer-certified and fully capable of dealing with your programming changes, updates and monitoring quickly and directly. Whatever your service need, members of the QCC support staff will match you with the most expedient and efficient solution.

For those who favor a proactive approach to maintenance, QCC now offers a Managed Services solution. Your designated senior-level technician will provide active monitoring of your system to correct problems before they can have an impact on your business.

At QCC our goal is to keep you functioning at the highest level. The success of your business is important to you. It is to us, too.

QCC Support services include:

- Adds/moves/changes to programming
- Hardware replacement
- Training
- Help desk
- On-site service
- Additional cabling
- Alarm monitoring
- Managed Services

888.888.4113 | www.qccusa.com

Contact Us

We build systems everyday for businesses to handle their telecom needs, so we at QCC know the importance of personal communications.

When you contact us, the last thing you want to hear is a recording with a complicated button-pushing system.

We promise that when you call, us you will get:

1. A live person to answer your question and direct your call to the best-qualified QCC expert.
2. A respectful and timely response to your call or communication to prove that we understand your needs and their urgency.
3. Direct access to the QCC team assigned to your project.

Hours of Operation:
8am – 5pm, Monday – Friday
Emergency Service available to assist you 24 hours a day.
Email: support@qccusa.com
Phone Number: Local: 410.452.1000 - Toll Free: 888.888.4113
Fax Number: 410.452.1001
Address: 11400 Cronridge Drive, Suite A, Owings Mills, MD 21117
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QCCUSA - Voice.Data.Security

One Call. One Source.

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