



# *2010 – Emerging Communications Technologies*

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# *Telecommunications Convergence*

- **The Industry – Vendors**

- Faster Timeframe to Market/Customer Needs
  - Warp Speed
  - Continuous Hardware and Software Turnover
- Mergers and Acquisitions
  - Nortel/Avaya

- **Reduce Network Costs**

- Validation of Expenditures
- Network Studies

- **Cost of Service**

- Validate Expense of Maintenance
- Validate Cost of Service
- Security of Information



# Key Business Factors

- **Most Companies Want to:**

- Increase Revenue
- Reduce Employee Headcount (FTE's)
- Reduction in Managed Operating Expenses
- Focus on Automated Services
  - 24/7 Applications/Automation
  - Multimedia Access

- **Systems Reliability**

- Voice/Data - Convergence

- **Intelligent Communications**

- Unified Office
- Multiple Communication Gateways
- Business Continuity/Disaster Recovery



# *What Are The Expectations?*

- **Reliability in Services**
  - The Telecommunications Systems Must Work
    - All the Time!
  - Accurate and Timely Information
  - Deliver Member and Customer Satisfaction
  - Update Services Based on Customer Experiences
- **Network Services**
  - Do You Have What You Need?
  - Are you paying the best price for the best service?
- **Reliability of Vendor Support**
  - Vendor Cooperation between Companies
- **Ease of Use**
- **Properly Managed Staff and Services**
- **Vendor Management of Resources**



# What is Next?

- **More Automated Services**
  - Security, Utilities, Communications, Entertainment
- **Social Networking and Information Sites**
  - YouTube, MySpace, FaceBook, Twitter
- **The Highly Mobile Interactive Office**
  - On Demand Services
    - Got Bandwidth?
- **Paying the Bills/Applying for Services/Communicating**
  - Anytime, Anywhere
- **VoIP, SIP, TDM**
- **Shopping, Organizing, Data Storage**
  - Personal Information
  - Security/Identify Theft



# teleconfused!?



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your business needs with:*

*Strategic Planning Management  
E-Commerce Strategy and Development  
Telecommunications Service Management  
Customer Contact Center Development and Implementation  
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