

CUSTOMER-CENTRIC SERVICE

At BCS, we have built a reputation of supporting our clients with superior service, advanced technical knowledge, and unwavering integrity. We respect our clients' individual business requirements and work in a collaborative environment to achieve non-disruptive, seamless service. By upholding these customer-centric values, BCS builds long-term relationships with its customers. With an emphasis on service, support and knowledge, BCS strives to exceed customer expectations at every point of contact.

DEPENDABILITY

We know how critical every hour is to your business. If your technology's performance level drops, you can rely on BCS to respond immediately. With an impressive fleet available, our support team will respond promptly to address your technical needs.

Our clients benefit from our expertise, fast service, quality installations, cost effective solutions, and proven products.

SUPPORT

We offer multiple support options for your convenience. Our support system features the integration of phone, email, and remote diagnostics for rapid response capability. As our customer, you can expect consistent and positive interactions with our team every step of the way.

- Pre and Post Sales Support
- 24 hour on Call Support
- Help Desk
- Remote Diagnostics
- Equipment Repair
- Training
- Planit (Outsourcing)



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technology

hardware • services • consulting



WHAT WE DO

BCS utilizes leading edge voice and data technologies to help you achieve your business goals. Our solutions will satisfy your current needs while allowing your business to expand without technological restraints. Our services ensure that the return on your information technology (IT) investment is maximized, delivering measurable results to help you grow. Comprehensively packaged, BCS services include expert project management, multi-platform technology expertise, help desk support, and personalized product training.

COMPUTER NETWORKING

Staffed with multi-certified engineers, BCS offers networking solutions that are scalable from small businesses with fundamental operating requirements to multi-site enterprises needing in-house IT enhancement. For your local area network, wide area network, or wireless network, BCS will respond promptly with reliable, flexible, and scalable products and services to bolster your growth. We are always ready to address your technology demands.

BUSINESS TELEPHONES

Established in the telephony business, BCS has built a reputation for bringing the best products and support to the business community. BCS is committed to marketing only the best in class products and applications to provide the most productive communications system, training, and support available. As one of your best tools to deliver efficiency and productivity to your business, voice technologies offer interactive collaboration locally and between branch locations. Results are limitless with the right system design, implementation, and training.

CABLING INFRASTRUCTURE

The speed of your technology is only as good as the cable infrastructure it runs on. Since 1983, BCS has provided structured cabling systems to its customers. Our design team is led by a Registered Communications Distribution Designer (RCDD) and each member of the cabling team is certified in installation, termination, and testing to control quality workmanship on every cabling project.

PLANit SERVICES

Planit is the solution for any small to large business needing IT support. Better than block hours, Planit offers monthly proactive support in addition to onsite labor depending on your requirements and business needs. Flexible and cost effective, Planit includes unlimited help desk, network health monitoring, asset inventory, and more. Planit can be a total outsourcing solution or an enhancement to your in-house IT staff to simplify your networking tasks and control overhead.

TECHNOLOGY CONSULTING

Information is power. As a full service technology provider, BCS adds value to any project with its wide knowledge base in computer networking, security and voice integration. By bringing together expertise in both voice and data technologies, BCS provides technology consulting to promote productivity, efficiency, and security of your valuable data.

VIDEO TELECONFERENCING/ AUDIO VISUAL

Travel is expensive and time is valuable; streaming audio and video communications offer a more convenient and cost-effective method to communicate with greater productivity and less down time for your business. From drop screens and flat panels to projectors and sound systems, BCS provides video conferencing and audio visual presentation solutions for business applications.

ABOUT US

A Virginia based company serving local businesses for over 20 years, BCS provides quality IT services, business communications, and video teleconferencing solutions. We work with clients to match their business requirements with the necessary technologies and help them manage more with less. Our market niche covers a broad spectrum of client environments such as retail, industrial, commercial, professional, medical, and non-profit organizations.

OUR HISTORY

Established in 1983, our initial offering was business telephone systems and cabling infrastructure. To competitively position ourselves, we committed to marketing only the best products from leading manufacturers. These affiliations enabled us to grow and support customers nationwide.

By 2000, BCS had built a significant customer base for data services. To expand our offerings, we formed our data division to provide certified networking, Voice over IP, wireless and other emerging technology services.

Today, as systems become progressively complex and even more critical to business operations, our people meet these challenges by delivering the most current solutions. Through continued education, technology evaluation, and strategic partnerships, we are positioned to respond to our clients' future needs with dynamic solutions to their business challenges.

Our corporate office consisting of sales, service, and a state-of-the-art demonstration and training room is located in the central business district of Virginia Beach. Our large service fleet is recognizable all over the region and is always ready for your call.

MISSION

"To provide our clients consulting, hardware, and services that maximize the value and effectiveness of their business technology."

VALUES

BCS reviews procedures, products, and client relationships to inspire a work culture that believes in stretching innovative thinking and exceeding customer satisfaction.

- We listen to our clients to ensure complete understanding of their needs; and
- We continuously follow technological developments to introduce the best possible products; and
- We consistently deliver professional service through qualified and dedicated people; and
- We share in the responsibility of achieving business objectives but never sacrifice ethics or integrity; and
- We promote leadership and accountability throughout the company.

MAXIMIZING PARTNERSHIPS

BCS is proud of the long-term relationships we have with manufacturer partners. As our offerings grow, we continue to ensure all our customers receive the most current product support and updates to achieve maximum productivity. Some of our partners include:

- Toshiba
- Hewlett Packard
- Juniper Networks
- Microsoft
- Cisco
- Polycom
- Smart Technologies



our expertise

your solution

“While business success and future business growth are leading priorities, I believe that setting the standard in exceeding customer expectations is foremost in our company.”

- tim clark
vp sales

Planit - Wireless Networks - Virtual Private Networks - Servers - Workstations - Printers - Outsourcing - Video Conferencing - Audio Visual - Network Adds, Changes, Updates & Migrations - Business Telephone Systems - Voice Mail Systems - Voice over IP - Unified Messaging - Call Center Applications - Cabling - Consulting - Planit - LAN/WAN Networks - Training - Equipment Repair - Help Desk - Remote Diagnostic - Outsourcing - Planit - LAN/WAN Networks - Wireless Networks - Virtual Private Networks - Servers - Workstations - Printers - Outsourcing - Video Conferencing - Audio Visual - Network Adds, Changes, Updates & Migrations - Business Telephone Systems - Voice Mail Systems - Voice over IP - Unified Messaging - Call Center Applications - Cabling - Consulting - OSIG Networking - Training - Equipment Repair - Help Desk - Remote Diagnostic