



OVERVIEW

Founded in 1998, First Communications is a leading technology solutions provider offering Unified Communications, SIP Trunking, data networking, and managed services nationwide. In addition to first class technology services, customer experience is our product. We support a diverse, nationwide customer base with our redundant 24x7x365 Network Operations Center. The expertise that First Communications brings to our customers enables us to bridge technology with world-class customer service. We deliver solutions to align with your business objectives, while providing built-in scalability to accommodate for the future.



KEY FEATURE AND DIFFERENTIATORS

Number One Provider for Cloud PBX and Managed SIP solutions based in the Midwest
First Communications not only provides onsite installations for Cloud PBX, but also can customize solutions based on customer needs
First Communications maintains a state of the art network working with industry leaders like Juniper, Ribbon, VeloCloud and Cisco
Most tenured Agent team in the industry, with a minimum of 15 years' experience at First Communications
Over 40% of First Communications is dedicated to Network and Customer Engineers
Executive Sponsor Program to select customers, providing an advocate with immediate escalation within First Communications



LOCATIONS

Akron, Ohio
Akron, Ohio
Chicago, Illinois
N/A



SERVICE OFFERINGS

TELECOM

Failover/Overflow - Disaster recovery feature that will re-route your incoming calls if all call paths are busy or down to a pre-configured alternate trunk group
Bursting - Provides additional capacity, in the event of increased inbound calls
Call Forward Not Reachable - Allows you to forward any predetermined telephone number on the circuit in case of an outage to any telephone number not being serviced on the circuit
Pooling - Provides an enterprise level to access your concurrent call paths



IDEAL CUSTOMER PROFILE

Customers who are looking to have customized technology solutions
Customers who are looking for more of a partnership and building a relationship with their service provider
Customers who have a hybrid network



QUALIFYING QUESTIONS

Have you begun integrating any cloud services into your network?
Do you feel your business is lacking collaboration with its current solution?
Do you feel your existing DR solution is robust enough to keep all of your critical applications up?