Hybrid Telephone Systems
for
Disability Care Providers

Revolutionizing Healthcare Communications with:

Integrated Voice, Fax, Video Conferencing, Mobility, and more!

➢ ***Reduce Your Communications Expenses***
  $0 Up-Front Cost, Up to 50% Monthly Savings, 3 Months Free

➢ ***Simplify Management with a All-Inclusive Managed Solution***
  Equipment, Monthly Service, Maintenance

➢ ***Connect All Resident Homes and Remote Sites***
  Extension Dialing, Smartphone Integration, One Provider/One Bill

➢ ***The Last Telephone System You Will Install***
  Lifetime Warranty, 200% Uptime Guarantee, Feature Updates

➢ ***Business Continuity Improves Call Quality and Reliability***
  24X7 Monitoring, Redundancy, Automatic Failover

➢ ***Stay in Compliance with the Latest Technology***
  HIPAA Compliant, Advanced Security and Privacy

Your Telephone is Your Single Most Important Communication Tool!

Kinetech's Managed Telephone Systems enable your staff and patients to stay in touch any time of day, wherever they are, using any device.

Our managed all-inclusive service provides a complete telephone system, telephone service, maintenance, and management- for a fixed monthly cost- from a single supplier- without the cost, IT staff oversight, and obsolescence associated with equipment ownership.

Ensure Your Staff Is Reachable

Organizations place a high value on personal relationships and verbal communications. By connecting multiple sites and mobile workers we empower your staff and ensure they can be easily reachable by Doctors and family members.

Mobility with iPhone and Android

Staff on the go can use their mobile device to communicate using the company's telephone system- saving cost for the business, and improving productivity. Be more responsive to patients and staff- communicate any time of day, from any device-anywhere- with 1 number access!

Advantages Over Premise Systems

- ➢ Nothing Else To Purchase
- ➢ Nothing for Your Staff to Manage/ Maintain
- ➢ No Fees for Moves, Adds, and Changes
- ➢ Lifetime Warranty, Next Day Replacement
- ➢ No Cost for Yearly Maintenance Agreements
- ➢ No Cost for Lines or Calls between locations
- ➢ No Telephone Bills or Usage to Reconcile
- ➢ Nothing to Update or Upgrade
- ➢ No Equipment to Become Obsolete

Advantages Over Hosted VOIP

- ➢ Around the Clock Quality Monitoring
- ➢ End to End QOS with Voice Prioritization
- ➢ Management/Monitoring Device at Each Site
- ➢ Redundant, Diverse Connections
- ➢ Centralized Continuous Site Testing
- ➢ Automatic Backup at 6 USA data centers
- ➢ Carrier Grade Tier 1 Network Providers
- ➢ Business Continuity and Disaster Recovery
- ➢ Service Agreement- 99.999% guarantee
- ➢ Local Survivability

SERVICE HIGHLIGHTS

- Managed Business Telephone System
- Local Provider- System & Calling Plan
- All Inclusive, Fixed Monthly Pricing
- Maintenance and Support Is Included
- $0 Up-Front Cost, 3 Months Free
- Lowers Monthly Cost 25-50%
- Lifetime Warranty
- Protected Against Obsolescence
- Enables Centralized Answering
- Fully Managed by Kinetech
- Local Support Team
- Dedicated Voice Network
- 24X7 Quality Monitoring
- Business Continuity,Disaster Recovery

ADVANCED FEATURES

- Connects Multiple Residences/Offices
- iPhone/ Android-One Number Access
- Presence, Instant Messaging/Chat
- Find-Me/ Follow-Me Mobility
- Remote Office Connectivity
- Virtual Extensions
- Visual Voice Mail
- Integration with Outlook, CRM
- Electronic Send/Receive Fax
- Presence
- Instant Messaging/Chat
- Video Conferencing
- Call Recording
- Call Center/ACD

Improve Communications While Controlling Technology Overhead

Kinetech™ offers Disability Care Providers a superior alternative to purchasing and maintaining their own telephone system. Our fully managed service is a premise-based, all-inclusive system that provides a flat rate, fixed monthly cost for equipment, installation, unlimited telephone calling, maintenance, warranty, and support—thereby eliminating the cost and overhead associated with equipment ownership.

This software-driven solution seamlessly integrates with existing IT networks to simplify system management and reduce ongoing communications costs. System-wide upgrades, moves/adds/changes and station setting adjustments are achieved with a quick click of a mouse. In addition, the linear expandable system grows with a company to support from five to up to 500 phone stations.

The solution makes the most advanced technology immediately available to Medical Offices—without the operational hassles of maintaining equipment. The following are just a handful of the communications **benefits** provided to the medical office:

Reduce Operational/Capital Costs

• **Reduce Communications Costs** - Unlimited local and long distance calling allows staff to cost effectively communicate with patients. When remote phones and softphones are utilized, cell phone usage is significantly reduced, further increasing cost savings. Equipment **and** telephone service is provided by a single vendor with flat rate, fixed, all-inclusive pricing.

• **Optimize and Save on Office Space** - Staff can share a workspace and telephone when they are in the office.The executive IP phones can be easily customized throughout the workday.

• **Protect Cell Phone Numbers** - Doctors provide a direct dial number or extension on the main telephone system rather than personal cell phone numbers. This protects the doctor against nuisance calls after hours.

• **Ensures Investment Protection** - Eliminates equipment obsolescence, includes updates, and scales as you grow your business one phone at a time.

• **Eliminates System Management Overhead** - Provides maintenance, support, warranty, configuration changes, and a locally staffed help desk.

Improve Patient Communications

• **Streamline Communications with One Number Access** – Caregivers and nurses can give out one number to patients, staff, and families to reach them. Using advanced call routing and find me-follow me features, the system will locate the doctor based upon pre-programmed preferences.

• **Improve Patient Relations** - Calls can be seamlessly forwarded to remote phones and cell phones using find me-follow-me, ensuring doctors and medical staff are available to meet patients needs.

• **Integrate Remote Offices**– Nurses, caregivers and staff can now work transparently from a home office or remote location using a second IP telephone that mimics the behavior of their office phone—including their custom settings and preferences. This enables remote doctors to always be in touch and communicate with patient and staff as if they were in the main office location.

• **Enhance Collaboration** - Use Audio and Web Conferencing to create on line "Meetings" with other doctors and staff.

• **Maintain Confidentiality** - using integrated electronic Fax, confidential documents, offers, and sensitive financial information no longer sits on the fax machine where they can be viewed by anyone.

Use Your iPhone, iPad, or Android

Use an iPhone, iPad, and Android Device with our Mobility Service Application as your alternate or primary business communications tool to make and receive calls on your business telephones system.

Enable Employees to Bring Their Own Device(BYOD)- reducing or eliminating your investment in fixed function, non-mobile deskphones.

Our unique technology enables you and your staff to use your mobile device to:

- **Place and Receive Calls Using Your Business Telephone System-** using 3g, 4g, or WiFi networks, whether in the office, on the road, or working remotely.

- **Present a Professional Image to Your Customers-** Calls placed from your mobile device present your business telephone number to your customers- not your mobile device number.

- **Eliminate the Need for Duplicate Devices-** Use one device to communicate, no matter where you are, saving cost for your business, and improving productivity.

- **Be More Responsive to Patients-** communicate any time of day, wherever you are, using any device.

Maximize Productivity and Efficiency

• **Remote Message Delivery** - Using Visual Voice and Fax Mail, messages can be forwarded as email attachments to laptops, SmartPhones, and computers, to

provide doctors with easy remote access while out of the office.

• **Archival of Important Messages** - Voice Mail and Fax Mail messages (via email) can be stored in the client or patient's folder for future reference, if the need arises for business or legal reasons.

• **Enhance Staff Mobility** – Managers, Nurses, and staff that are on the road can access and be a part of the office telephone system using a PC-based softphone that replicates the behavior of their desktop phone. This allows them to seamlessly and transparently work from remote locations.

• **Manage Faxes Efficiently** - Keeping up with faxed lab reports can be time consuming. Using our integrated desktop fax, doctors can review patient reports any time of day- no matter where they are. This allows them to transparently work from home or the road.

• **Integrates with Desktop Applications** - Doctors and medical staff can easily and quickly contact patients by using Click-to-Dial to dial off of existing lists and databases.

Ensure Quality and Reliability

• **Guarantees Voice and Call Quality** - by incorporating a Fully Managed, dedicated, voice only network, built using Tier 1 Network Service Providers.

• **Prevents Problems before They Occur** - with around-the-clock, pro-active call quality monitoring.

• **Provides Business Continuity -** Built in Redundancy, Security**,** Reliability, and Disaster Recovery is assured with alternate call routing and backup systems.

COMPARED TO OTHER SOLUTIONS

Compare Kinetech's Managed Voice Service Features	Kinetech	Traditional Systems	Hosted Systems
All Inclusive System- Equipment, Local/LD Calling, Maintenance, Support	Yes	No	No
Fully Managed-Nothing for Your IT Staff to Maintain	Yes	No	No
Replaces your phone system, Verizon, Maintenance,and Repair Costs	Yes	No	No
Reduces Monthly Service Cost and Total Cost of Ownership	Yes	No	Few
Smartphone Calling Apps to reduce cell phone charges	Yes	No	Few
One Billing Provider	Yes	No	Yes
Fixed Monthly Pricing-No Added Charges or Telephone Bills to Reconcile	Yes	No	No
Maintenance Is Included-No Additional Fees for Moves, Changes, Repairs	Yes	No	No
Local Support Team-Speak with the Experts that Installed your System	Yes	No	No
Feature Updates are Included- Never pay for upgrades- No Obsolescence	Yes	No	No
Pro-Active Around the Clock Quality Monitoring/ Site Testing	Yes	No	No
End to End Call Quality Management	Yes	No	No
Monitoring Tools Built-In to the On-Site Device	Yes	No	No
Redundant, Diverse Connections	Yes	No	No
Centralized Continuous Site Testing	Yes	No	No
Automatic Backup to 6 USA data centers	Yes	No	No
Automatic Failover to Alternate Circuits	Yes	No	No
Call Re-Routing During Disasters	Yes	No	No
Carrier Grade Tier 1 Network Providers	Yes	No	No
Business Continuity, Disaster Recovery, and Local Surviveability	Yes	No	No
Service-level Agreement, 99.999% service guarantee, 200% money back	Yes	No	No
Lifetime Warranty- No Repair or Replacement Fees	Yes	No	No
Next Day Parts Replacement	Yes	No	No
100% Uptime for over 4 years	Yes	No	No
Seamlessly connects multi-location, mobile staff, remote site, home offices	Yes	No	No
Enables Centralized Answering- One Receptionist for Multiple Sites	Yes	No	No
Mobility Features- Find-Me/Follow-Me for the Mobile/Remote Worker	Yes	No	Few
Smartphone Apps- for iPhone, iPad, Android, improve communications	Yes	No	Few
Day, Night, Holiday, Emergency call routing- Improves customer service	Yes	Few	Few
Individual Auto-Attendants- for multiple businesses	Yes	No	Few
Ease of Use-Configured Specifically to How Your Business Operates	Yes	No	No
PBX and Key System Configurations- Tailored to YOUR business	Yes	Few	No
No -Cost Extension Dialing to Remote Sites and Mobile Workers	Yes	No	Few
Fax, Audio and Web Conferencing, Instant Messaging	Yes	No	Few
Call Center, Call Recording	Yes	Few	Few
CRM and Outlook Integration, Screen Pops	Yes	Few	Few

Managed Hybrid Architecture

Voice-over-IP (VoIP) technology represents the future of voice communications because it enables companies to operate more efficiently by using high productivity features in combination with a low cost infrastructure.

A premise-based PBX system provides a richer set of telephony features, but operating your own IP-based PBX over a network infrastructure designed to carry voice traffic is both costly and complicated. Inexpensive Hosted VoIP solutions provide only best-effort service quality. So when it's time to upgrade or replace your business telephone system with a solution based on VoIP technology, how does a company effectively choose between an inferior hosted VoIP service and an expensive in-house system?

The answer can be found in a third alternative – a Managed Hybrid Architecture from Kinetech This approach provides the business owner with a solution that delivers the best of both worlds. A Managed Voice Service combines the simplicity of a hosted solution with the quality you expect from a sophisticated in-house phone system using a private IP network.
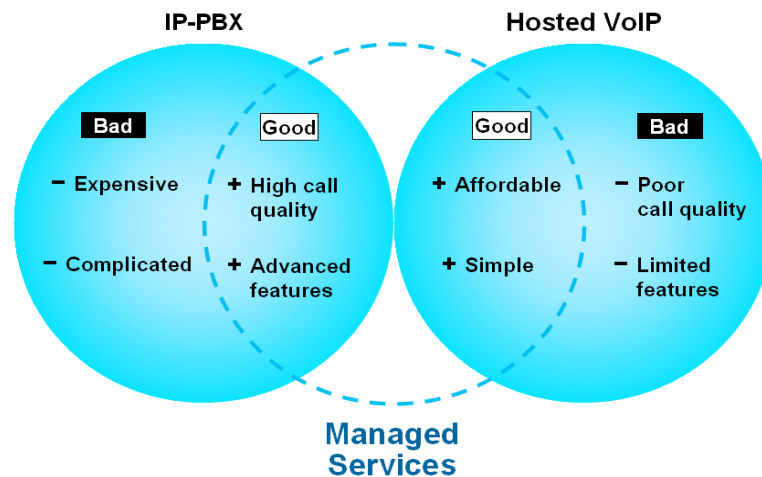
Designed for Quality and Business Continuity

Our monitoring software provides network visualization, automated problem detection and correction, drill down diagnostics, and centralized management that facilitate a managed quality of service. We achieve unmatched uptime through a layered strategy of Carrier and WAN redundancy along with DID fail-over. We load share our traffic with multiple Carrier Partners for network resiliency. In the event of a major system outage, your voice traffic will be re-routed to an alternate co-location facility to ensure uninterrupted service.

Each customer's system continuously feeds real time information back to the network operations center. The automated monitoring system runs continuous tests to detect quality and reliability affecting issues, and potential problems with voice quality are detected and corrected before they impact the quality of the telephone service experienced by your staff or your patients.
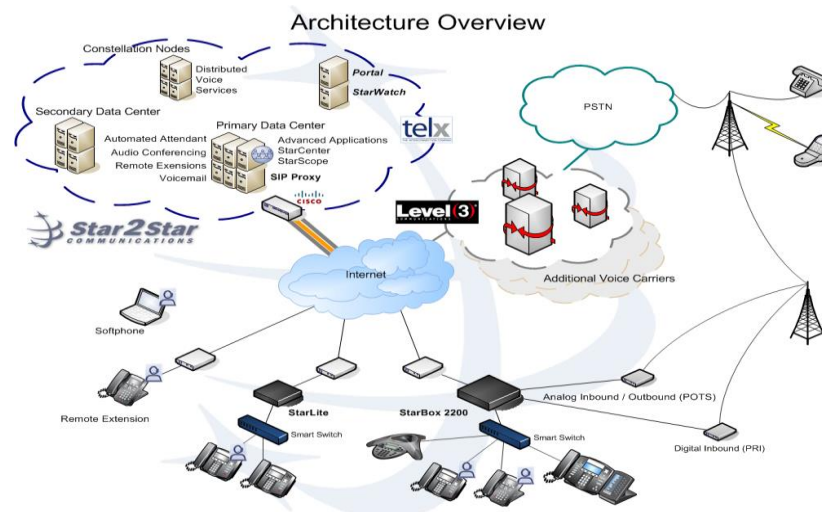
Robust Feature Set

Business Continuity
- NOC 24x7x365 Network Monitoring
- Automatic backup- 6 USA data centers
- Load sharing multiple carrier partners
- Carrier Grade Tier 1 Network Providers
- Redundant Connections and Systems
- Disaster Recovery-Automatic call re-routing
- Primary and Backup Circuits
- Analog Line Backup Option

Centralized Monitoring and Quality
- End to End QOS Management-Voice Priority
- Traffic Shaping
- Around the Clock Monitoring
- Centralized Continuous Site Testing
- Call Threshold Monitoring & Alarming
- Written SLA-Guaranteed 99.999% Reliability
- Continuous Statistics Reporting

Inbound/ Outbound Calling
- Keep Your Old Telephone Numbers
- Line Pooling/Line Bursting- across sites
- Multiple Company Identities- on one system
- Multiple Auto Attendants-on one system
- Direct Inward Dial Numbers-for each phone
- Out of State Numbers-Give Local Presence
- Time Based Call Routing-Day,Night,Holiday
- Low International Rates

System Features
- Emergency Service (E911)
- Directory Assistance (411)
- Multiple Auto Attendants and Ring Groups
- 3 or 5 Digit Extensions
- Intercom and Paging across all sites
- Music or Customized Message On-Hold
- Inbound Caller ID- Name and Number
- Outbound Caller ID Name and Number
- Call Recording
- Station-to-Station Calling
- Dial by Name
- Centralized Receptionist(s) Stations
- Outbound Call/Class of Service Restrictions

Phone Features
- Courtesy and Duplicate Phones
- Road Warrior- Home Office Phones
- Voice Mail- with email delivery
- Busy Lamp Field
- Call Forwarding / Diversion
- Call Logs: Missed, Dialed, and Answered
- Call Timer
- Call Waiting
- Conference-3-Way
- Transfer: Supervised and Blind
- Call Hold
- Call Park and Retrieve
- Do Not Disturb
- Hands-free and Headset Operation
- Last Number Redial
- Individual Ring Tones
- Speed Dial & Contact Directory
- Desktop Click-to-Dial
- Time & Date Display
- DTMF Pass-Through

Voice Mail
- Message Waiting Indication
- Voicemail Delivery to Email
- Multiple Greetings
- Fast Forward, Rewind
- Pause, Replay
- Message Forwarding
- Voice Mail Distribution Groups
- Name Announcement

Third Party Integrations
- Microsoft Outlook- Click to Dial
- CRM- Sugar and others- Screen Pop

Unified Messaging
- Voice Mail to Email Message Notification
- Electronic Fax to Email
- Instant Messaging/ Chat
- Voice Mail to Text
- Multi-Site Message Distribution

Unified Collaboration
➢ Audio and Web Conferencing Bridge

➢ Video Conferencing

➢ Presence

➢ Instant Messaging/Chat

Unified Mobility
➢ Mobile Clients for IPhone, iPad, and Android

➢ Softphones for laptops

➢ One Number Find-Me/Follow-Me Routing

➢ Voice Mail Delivery to Mobile Devices

➢ Mobile Call Screening

➢ Electronic Fax Delivery to Mobile Devices

➢ Virtual Extensions

Mobile Device Support
➢ Place/receive calls on your business system

➢ Enjoy all the features of your deskphone

➢ Present a Professional Image to your Patients

Multi-Party Conferencing
➢ Audio and Web Conferencing

➢ Meetings, Webinars, Training, Medical

➢ Multi-party-Up to 99 participants

➢ Scheduled and Ad-Hoc

➢ PC Screen and Application Sharing

Digital Electronic Fax
➢ Electronic Desktop Faxing

➢ Integrated with Email

➢ Files Converted to PDF

➢ No Special Viewer Required

➢ Optional Fax Scanner Supported

Analog Device Support
➢ Analog Fax Machines

➢ Overhead Paging Systems

➢ Door Openers

➢ Door Phones

➢ Analog and Cordless Phones

Administration- Web Based
➢ Administrator Portal

➢ User Portal

➢ Reception Center Console

Unified Call Center(ACD)
➢ Multiple call queues

➢ Multiple agents

➢ Time of day and queue routing

➢ Call recording

➢ Supervisor modes

➢ Statistics and reporting

DISABILITY CARE COMMUNICATIONS

DAY CARE

HEADQUARTERS ADMINISTRATION

RESIDENCES

CAREER PROGRAMS

DAY REHABILITATION

LEARNING CENTERS

▸ ONE UNIFIED TELEPHONE SYSTEM, 1 PROVIDER
▸ EXTENSION DIALING BETWEEN SITES
▸ SMARTPHONE APP CONNECTS MOBILE WORKERS
▸ 1 NUMBER ACCESS CONNECTS STAFF
▸ VIDEO CONFERENCING FOR COLLABORATION
▸ CENTRAL RECEPTIONIST
▸ 24X7 MONITORING, EMAIL ALERTS
▸ AUTOMATIC FAILOVER
▸ HIPAA

Who is Star2Star?

Star2Star Communications
Headquartered in Sarasota, FL

Founded in 2006

Inc. Rated Fastest Growth Communications Company

Star2Star Communications delivers the World's Most Complete And Scalable Cloud Communication Solution™".

We're a young, vibrant company shaking up an industry dominated by companies who've been around since the late 19th century. We're leading a revolution in business communications by replacing clunky, outdated analog technology with modern, cloud-based communications systems that are easy to buy and manage.

Our patent-pending, cloud-based architecture allows us to deliver high quality and reliability at substantially lower cost than competing solutions. Most competing solutions rely on expensive hardware connected to an expensive private IP network. We don't require either.

Star2Star's Complete and Scalable Unified Communications (UC) systems deliver world-class voice, fax, videoconferencing, and other services using minimal on-site hardware and ordinary broadband Internet connection with higher quality than any other provider or carrier. Despite our substantially lower cost and greater flexibility, we deliver that service with 99.999% of reliability. That's a guarantee of less than 25.9 seconds of downtime a month, though we have maintained 100% uptime since 2011.

Smart Phone Extensions
Find Me/Follow Me

Remote Extensions
Home Office Workers

Business Grade StarSIP Trunks Connects Legacy PBX Systems

Star2Star
COMMUNICATIONS

Free Inter-Office Calling
Conferencing Included

Video Conferencing
Content Collaboration
Text Chat

Scalable Cloud Communications

Caller ID
Screen Pops

Desktop Fax With Searchable Text

Presence Management
Integrated Call Center
CRM Integration

Fax Lines

We Provide Unified Communications as a Service. Our Unified Communications software as a service (UCaaS) approach, along with our on-premise StarBox Cloud Connection Manager provides the highest quality guarantee in the industry. It also allows us to add new features and improvements quickly and easily, without expensive hardware upgrades.

Star2Star At A Glance

FOUNDED IN
2006
HEADQUARTERS: Sarasota, FL
NUMBER OF EMPLOYEES: 300+
CUSTOMER RETENTION RATE: 99.85%
AVERAGE CONTRACT LENGTH: 52 Months
AVERAGE # OF SEATS PER CUSTOMER: 35

Company Growth

Exponential Growth Over 10 Years!

- $60M in 2016 revenues - financially self-sufficient

- 300+ Employees nationwide

- US-Based operations, development, and support

- Unique and patented technology

- Customer sizes range from SMB to national enterprises

- Approximately 600,000 users across 38,000 business locations

Who Uses Star2Star?

Recognition And Success

Our Company And Products Continue To Win Major Awards:

About Kinetech

- 10 year old Managed Services Provider, privately held
- 5 employees, local company covering southern NY, NJ, CT
- Experienced Team-Sales, Support, Installation
- Kinetech is your main Point-of-Contact for all issues
- Direct support from the team that designed/installed the system

Our system is unmatched by any other business telephone system on the market today—it is a comprehensive unified communication tool that provides superior call quality, flexibility, increased productivity, and reduced total cost of operation.

How to Switch to Kinetech

As a part of our business review process, we will provide you with a complete no-cost audit of your current provider's invoices for proper charges, a performance review of existing systems and services, and a tailored solution proposal for your business.

To learn more and to schedule a meeting, please contact a Kinetech representative today at:

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sales@kinetechvoice.com
www.kinetechvoice.com

Specialists in Office Communications