

eMerge For Consulting Firms

Effective voice communications are critical in consulting. eMerge services support every phase of consulting projects, surpassing the capabilities of traditional PBXs. These services enable consultants to improve mobility, client support, and team productivity.

eMerge also supports the intense dynamics of consulting firms. Every consultant and team leader has access to an intuitive web interface to manage their services in real-time. For administrators, eMerge web-configurability also enables the rapid addition of services, users, and sites to support changing projects or new office configurations.

Consulting Communications Challenges

Client satisfaction is critical. eMerge can provide the client sponsor with priority access to account managers or partners. Call Center functionality, IVR, and “find-me/ follow-me” services ensure general client issues are quickly routed to appropriate staff for resolution. These features reduce account management issues and can speed project completion.

Wireless service is the primary means of connecting remote/traveling consultants; yet, it typically is separate from fixed line service and creates multiple contact numbers per person. This confusion increases the likelihood of missed calls and unresolved issues. eMerge addresses the management of multiple numbers by “mobility” and “one-number” services that forward or simultaneously ring mobile and/or remote lines (without any configurations to wireless service).

eMerge also improves consultant productivity, driving more effective work with clients and between internal team members. As an example, group calling features enables team to rapidly setup team/client meetings from multiple locations and together view critical MS Word/Excel/PPT files.

eMerge Savings

Although consulting firms vary in size and focus, most recognize the benefits of deploying leading communications technology. Accustomed to paying early-adopter premiums, consulting firms are often surprised that eMerge delivers savings in addition to so many new capabilities

Typical communications costs include equipment/phone leases (or depreciation), maintenance, support, access, and minutes. eMerge offers the immediate advantage of bundling these services and into a flat monthly rate per user. With voice/data bundles, eMerge can deliver 30%+ savings versus the equivalent costs of existing equipment and services.

eMerge also simplifies communications management and reduces costs by consolidating vendors. eMerge services are so powerful and easy to manage that it will drive call volume back to the office line, reducing mobile expenses. Add the increases in consultant productivity and availability, and eMerge economics are even more compelling.



Key eMerge Capabilities

Mobility: eMerge mobility features enable staff to forward calls to mobile phones, second office lines, home lines, and/or other phones. Often termed “find-me/follow-me”, these features increase staff productivity and complement wireless service. Users can maintain privacy by keeping mobile/home numbers.

Multi-Site: eMerge removes service limitations associated with site-based equipment like PBXs and Key Systems, providing a single service instance to multi-site operations. Offer staff the simplicity of a single voice messaging system, call forwarding between sites, and a convenient private dial plan. Setup auto attendants/IVRs that direct calls between sites to leverage employee expertise.

Web Interface: eMerge provides a web interface that enables staff to update their service settings in real-time. Change multiple settings with a single click.

Unified Messaging: eMerge messaging features save staff time as messages are converted to .wav files and attached to emails. Forwarding these .wav files eliminates restatement of messages and potential inaccuracies. eMerge messaging also includes email notifications when messages are received.

Home Worker: eMerge remote office extends the rich set of business line services to the employee’s home office. Employees can place calls from remote phones while showing the business line ID and billing calls back to the office.

Contact Info

For more information about eMerge service, please contact us at www.cincinnati-bell.com/evolve. Rapid installation and low up front costs deliver quick financial returns. Proven training materials enable staff to take advantage of the new service to achieve more rapid productivity increases and greater billability.