

One



Connection



for

TOTAL



Communications



ESP TECHNOLOGIES INC

Letter from the President

Today we are ESP Technologies, formerly ESP Communications, with a new structure, philosophy and vastly improved capabilities. For ten years, we have built our reputation as a quality voice/data cabling and networking company with superior products and *services*.

The structure is a foundation built on *service* with the philosophy that excellent *service* creates new sales with successful and managed growth. Most organizations start with sales and add the support personnel to meet the demand of new customers. We at ESP Technologies want to win your business by providing exceptional response time through our 24 x 7 *service* center. This *service* combined with our technical expertise allows us to partner with our customers to meet their business goals with the latest technology.

ESP Technologies now has three divisions due to the increasing demands of our customers. The oldest division is the voice and data cabling division, which reports directly to Vice President Scott Berkey. The telephony division is run by Vice President Doug Chinn, who has over 25 years of telephony experience. Winnie Dong is the Vice President of our System Integration division. We are very proud of the technical, *service* and project management expertise that Doug, Winnie and Scott provide for our growing customer base.

ESP Technologies' goal is to work with our customers in a consultative atmosphere providing assistance and support in infrastructure, telephony and connectivity related arenas. We provide leading edge solutions and advice from the multimedia desktop, through the switching and bandwidth needs, to the Internet and worldwide web functionality.

I envision an exciting future for ESP Technologies, as the *service* foundation being laid today allows us the ability to partner with our customers, empowering them to take advantage of the movement to convergence of information in our communication networks. ESP, through its partnerships has the ability to design, implement and create business applications through any media or network, to increase productivity and performance, from the desk to the enterprise.

We are looking forward to the opportunity to provide you with an excellent *service* relationship in the near future. Please feel free to call me.

Sincerely,



Kevin Doherty
President
ESP Technologies, Inc.



ESP TECHNOLOGIES INC
More than a Communications Company



Voice & Data Cabling

ESP Technologies Voice & Data Cabling Division prides itself as one of the premiere high-speed multimedia cable design and installation providers. ESP has the ability to design build structured cabling systems to meet your specific requirements. All of our work is backed by ESP's one-year company warranty. Based on component selection, extended warranties are available from 15 years to lifetime coverage. Coupled with our desire to provide excellent service and support, ESP can offer the complete physical layer solution for your business.

SERVICES

- LAN-WAN Infrastructure Design and Implementation
- Quality Installations Meeting Aggressive "Fast Track" Construction Schedules
- Gigabit Ethernet Solutions (Category 5E & 6 Compliant)
- Meet or Exceed all EIA/TIA & NEC Code Requirements
- Factory Certified Installations with Warranty (15-20-25yr & Lifetime)
- Level III Testing at 350MHz
- Fiber Optic Systems (Singlemode & Multimode)
- Full AutoCAD Support & Design
- Project Management
- Continuous Training Ensuring Field Expertise
- Prompt Service and Support
- Low Voltage Systems including: Security/CCTV, POS (point of sale), Paging, CATV





System Integration

Our system integration department specializes in the design, implementation and administration of local (LAN) and wide (WAN) area networks. Our goal is to help your business grow. Learning your business operation, combined with the technical expertise of our staff enables ESP Technologies to provide cost effective solutions that have a positive impact on your bottom line.

SERVICES

Local Area/Wide Area Networks

- File, Print, and Application Servers
- E-mail, Fax, and Paging Solution
- Terminal Servers and Thin Clients
- VPN
- Data Storage Solution
- Back Up and Emergency Recovery Solution

Network Infrastructure

- Routers, Switches, and Hubs
- Network Performance Evaluation and Troubleshooting

Network Connectivity

- DSL, ISDN, Frame Relay, T1, ATM, Fiber, Wireless

Internet/Intranet

- Web Page Design and Hosting
- E-Commerce Solution
- Firewall

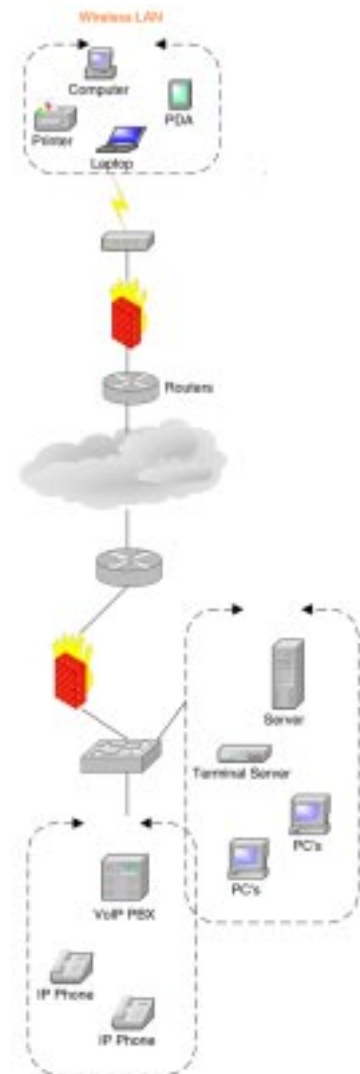
Operating System

- Microsoft
- Novell
- Unix/Linux

Convergence

- Voice over IP/Voice over Frame
- Unified Messaging
- CTI Application

Wireless Indoor/Outdoor





Telephony

At ESP Technologies, we bring years of communications experience and the latest communication technology in designing the right solution to serve all of your needs with one system. As an Diamond Business Partner for AVAYA Communication, one of the world's largest communication solution providers, ESP Technologies is leading the way in bringing information from desktop to laptop to remote enterprises.

When you consider our expertise in integrating and maintaining converged networks, dedicated customer service and installation support, the result is one powerful and reliable business communication solution...from one source.

PRODUCTS

- **Call Center/CRM** (*Customer Response Management*)
 - CentreVu
 - IVR
 - DEFINITY System
 - MERLIN MAGIX System
- **Communication Systems**
 - DEFINITY
 - DEFINITY IP600 Solutions
 - GuestWorks System (Hospitality)
 - MERLIN MAGIX Integrated System
 - PARTNER Advanced Communications System (ACS)
- **CTI**
 - Process Applications
- **Internet**
 - Call Centers
 - DEFINITY Systems – IP Communications
 - IP Software Application
 - IP Telephones
 - Messaging
- **Messaging**
 - DEFINITY and INTUITY AUDIX Voice/
Multimedia Messaging Systems
 - MERLIN Voice Messaging
 - PARTNER Voice Messaging
 - Unified Messenger for Microsoft Exchange
- **Network Services**
 - DS-1/T-1, ISDN/PRI, DSL, Frame Relay,
ATM, VOIP, VOF, Fiber Optics, and Basic
Business
- **Services**
 - System Design and Engineering
 - System Support
 - Maintenance Services
 - Service Agreements
 - Network Management
- **Voice Wireless Systems**
 - DEFINITY Wireless Business System
 - TransTalk 9000 Digital Wireless System



Contact Us



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