

# Telecommunications



Get innovative solutions, reliability and service on every job with

**Tri-City Electric Co.**

Nothing is more critical to the success of your business or organization than reliable, up-to-date telecommunications. When you work with Tri-City Electric Co., you can have confidence you'll have an experienced and knowledgeable team working with you.

**CONFIDENCE DELIVERED.®**



**Tri-City Electric Co.**  
Since 1895

## Experienced in telecommunications.

Communications directors and information systems specialists who need integrated telecommunications count on the experience of Tri-City Electric Co. You can too. Our Telecommunications division offers a range of products and services to help your organization stay in touch across town and across the world.

*“Tri-City Communications designed and installed a voicemail/phone system in our Moline and Davenport offices. Throughout this project their staff provided custom-fit solutions, helped manage our internet/telecommunications vendors, and kept our internal team well-informed. Their solution consultants, technicians and trainers went out of their way to make sure we were completely satisfied at all critical stages. I strongly recommend Tri-City Communications as a supplier and business partner.”* – Vice President, Education & Operations, Junior Achievement of the Heartland, Moline, IL

### AREAS OF EXPERTISE

#### • Communications Systems

- VoIP & Digital
- Premise & Cloud
- Virtual Server/Software Only
- Unified Communications
- Presence Based Communications
- Voice Mail, Fax Messaging, & Automated Attendant
- Mobility Solutions
- Voice Enabled Nurse Call
- SIP Endpoints

#### • Networking and Systems Integration

- Remote and Mobile Workforce
- Multiple Site
- Virtual Enterprise
- Web Conferencing and Collaboration
- Business & Enterprise Class Wifi
- Point to Point Wireless
- Computer Telephony Integration (CTI)
- Call Accounting
- Sound Masking
- Overhead Paging

#### • Contact Centers

- Automatic Call Distribution (ACD)
- Multimedia Contact Center
- Reporting
- Call Recording
- Integrated Voice Response

#### • Service & Support

- 24 Hour Emergency Response
- Performance Analysis
- Network Assessment (LAN/WAN)
- Troubleshooting
- Technical Support
- Maintenance Contracts
- Time & Material
- Disaster Recovery Planning

#### • Vertical Markets

- Banking and Financial Services
- Education
- Professional Service Organizations
- Healthcare
- Not For Profit
- Manufacturing and Wholesale Distribution
- Industrial
- Hospitality

### AUTHORIZED BUSINESS PARTNERS

- Grandstream
- Mitel
- Ring Central
- Ruckus

### OTHER SUPPORTED SYSTEMS

- Nortel
- Panasonic DBS
- Polycom
- Spectralink
- Toshiba

Find out how you can get **CONFIDENCE DELIVERED®** on your next project.  
Go to [www.tricityelectric.com](http://www.tricityelectric.com)



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BBB serving Greater Iowa  
Quad Cities and Siouxland Region