



**VOICE, DATA, VIDEO CONFERENCING &
CALL CENTER SOLUTIONS**

**Try our unique
Self-Service Portal!**

Why choose Techmode?

- Complete & Flexible Solutions
- Proven Expertise as an Integrator of Converged Technologies
- Top-notch Service
- Highest Level of Certifications from Manufacturers
- Maintenance & Support at a Fraction of Your Current Rate
- 24/7 Access to Our Unique Self-Service Portal with Customized Offers to Meet Your Budgetary Needs
- Over \$1 Million in Local Inventory
- Owned and Operated by Data & Telecommunications Staff with 200+ Years of Combined Experience

- Access Your Account 24/7
- Submit a New Service Ticket
- Update an Existing Ticket with New Information
- Automatically Receive an E-mail with Every Update
- See Which Technician is Assigned to Your Ticket
- Follow the Status of Your Ticket to Resolution
- Research Your Maintenance History

We have sought out the best-in-breed partners to assure integration capabilities:



Corporate Headquarters

1091 Centre Road, Suite 230
Auburn Hills, MI 48326

Phone: (888) 397-MODE
Fax: (248) 276-7655

www.techmode.com
Connect with us:





Who is Techmode?

Businesses of all sizes depend on Techmode for their communications needs. We provide world-class service regardless of the location – Amsterdam, Asia Pacific, China, France, Mexico and all over the United States. Our award winning solutions integrate voice, video and data, allowing you to communicate and collaborate in real time.

Our installation team has logged 500+ hours of training this year alone to assure the solutions we sell, install and service exceed your expectations. We proudly partner with the leading vendors in the industry to offer you the best in voice, data, video conferencing and call center solutions.

Whether you are a new business or a large enterprise, Techmode has a solution that will meet your needs.

Established in 2003, Techmode is headquartered in Auburn Hills, Michigan. For all of your communications needs – whether it is sales, design, installation or service – contact Techmode today!

What can Techmode do for you?

Partnering with Techmode will help insure your competitive edge. We bring you a solution that increases efficiency and the level of service that your customers have come to expect.

Unified Communications

Phone Systems:

We offer you the best solutions in the marketplace. Techmode can integrate your existing phones, new IP phones, laptop or cell phones into one seamless solution. You don't need to be a large enterprise to act like one!

Unified Messaging: Integrate various electronic messaging and communications media into a single interface that is accessible from a variety of different devices. Simplify the user's experience with only one place to check for messages. Choose the Unified Messaging solution that's right for you.

Call Recording: We offer call recording packages that are customizable, flexible and reliable. Use this powerful tool to meet all of your recording needs including; call recording,



quality monitoring, corporate governance, risk management and regulatory compliance, dispute resolution, coaching and training.

Multi-media Contact Center: From internal operations to customer relationship management, Techmode offers solutions to help make your entire contact center more effective. We partner with multiple solution providers to deliver the multi-media contact center solution that best meets your needs.

Call Accounting: Gain visibility into the enterprise by revealing critical data to help reduce cost, improve productivity, boost revenue, increase security, and decrease liability. Use these powerful tools from Datel, Microcall and Metropolis to capture, record, and cost telephone usage.

Video Conferencing: Our video conferencing solutions blend high-quality experience, superior flexibility, and lowest total cost of ownership. With LifeSize and Radvision, interoperability and interconnectivity is available between any video-enabled device; a telepresence system, a conference room, a desktop or mobile video system, a smart phone or a tablet and other telephony and unified communications solutions.

Service & Maintenance: Techmode offers a wide range of phone system maintenance, support, service, and monitoring plans. We will customize a support plan that meets your needs and budget, which can include any manufacturer's software or technical support offering. Service & Maintenance is available 24 hours per day/7days per week via phone, customer portal or e-mail.

