

Reliable

Qualified

Dedicated

Southwest Datacom

 **NORTEL**  
NETWORKS  
Advantage Partner



**SOUTHWEST**™

DATACOM CORPORATION

YOUR TELECOMMUNICATIONS TEAM

**“SWD services over 4,000 Wells Fargo Bank locations nationwide”**

*“I have used the services of Southwest Datacom for the past three years. They are, by far, the most dependable and conscientious vendor I have worked with. Their technicians have a thorough knowledge of the various telecom systems I supports. The people at Southwest Datacom take the initiative to keep me advised on the status of repair tickets and their web site is invaluable for submitting repair requests. They are nothing short of the best!”*

*Zack Gibson  
Voice Systems Analyst*

*Southwest Data Comm has been extremely responsive to our business needs, often getting a tech out the very same day they receive our request. Their service is professional and courteous. I have not experienced such wonderful customer service with any other vendor. I choose South West Data Comm whenever I can, and will continue to do so.*

*Nancy  
Voice Systems Analyst*

*“SWD is extraordinarily competent, they are the consummate vendor. I would hate to be the competition! Thanks for all your excellent work.”*

*Mike Henderson  
Voice Systems Analyst*

*Southwest Datacom provides prompt courteous service. Friendly technical support and knowledgeable technicians. The company I go to when I need the job done quickly and correctly.*

*Pinic Berman  
Voice Customer Support*

**SWD** specializes in voice and data technology customer solutions which include superior product lines, best-in-class service fulfillment, dedicated ongoing customer support and highly competitive client cost savings through lower overheads, efficient service solutions and customized software.

## Service Highlights:

- Customer Satisfaction from Start to Finish
- 3 Hour Emergency Response Time
- Maximum of 24 Hour Response Time on Service Requests
- 99.9% Success Rate with Repairs
- In-house Engineering Department
- Dedicated National Network of Field Service Representatives
- Web-Based Customer Service Software - Eclipse

**Highly Qualified Personnel**

**Dedicated Customer Service Focus**

**Proven Track Record**

**Network of Certified Field Service Representatives**

One of the most critical components of a company’s success in today’s fast-paced business world is the ability to communicate effectively. In the literal sense this boils down to how well your company is connected... to each other, to your customers/consumers, to your service providers/vendors and to your voice and data technology partner.

**SWD is your solution to GET CONNECTED!**

## Preferred Product Portfolio

**Option 11C – Option 81C  
Succession 4.0  
Call Pilot  
BCM**



Introducing the new i2007 IP



CS1000E-CS stack



CallPilot CICS

# Service Management System

**Secure Login Interface**

**Easy Navigable Service Request Form**

**Instant Stats to your Job Ticket**

**Easy Job Ticket Search Engine**

The **Service Management System** is a ONE-STOP web base service request and tracking system that provides instant support for your everyday needs.

- Available 24 hrs. a day
- Capacity to keep you informed

## MAJOR CITIES

- Phoenix, AZ
- Los Angeles, CA
- San Diego, CA
- San Francisco, CA
- Denver, CO
- Miami, FL
- Atlanta, GA
- Boise, ID
- Chicago, IL
- Kansas City, KS
- Boston, MA
- Detroit, MI
- Minneapolis, MN
- St. Louis, MO
- Albuquerque, NM
- Las Vegas, NV
- New York, NY
- Oklahoma City, OK
- Portland, OR
- Nashville, TN
- Austin, TX
- Dallas, TX
- Houston, TX
- Salt Lake City, UT
- Seattle, WA
- Milwaukee, WI

## Field Technicians located in every major city

