



Kathleen Del Monte
Owner/President

McEnroe Voice & Data Develops Customer Advocate Department to Provide Valued Customers with an Even Higher Level of Service and Satisfaction

Customer Advocates to Help Businesses Take Advantage of Leading Technology to Increase Profitability and Give Them a Competitive Advantage

Baltimore/Washington — February 15, 2011— McEnroe Voice & Data, an industry leader in telecommunications, announced today that the company has developed a new department to provide current and prospective customers with an even higher level of service and satisfaction. The Customer Advocate Department will help businesses of all sizes take advantage of leading communications technology to increase profitability, enhance productivity, and give them a competitive advantage in their marketplace.

“We conducted a thorough needs analysis of our vast customer base and found that companies were interested in learning more about the latest developments in communications, find creative ways to reduce costs, and obtain a better understanding of how to efficiently utilize technology to grow their organizations. However, these same companies didn’t have the means, resources, or expertise to stay at the forefront of advancements in technology,” said Kathleen Del Monte, Owner/President of McEnroe Voice & Data. “This attitude is very different than recent years when

executives were only concerned with plugging in the equipment and letting them run on their own. Technology is changing so rapidly that in order to remain competitive one has to adapt and maximize it to the fullest extent or they may not be around tomorrow.”

The mission of McEnroe Voice & Data’s Customer Advocate Department is to engage the telecommunication company’s customers and proactively make them aware of technologies that they haven’t currently adopted which could greatly benefit their business. Some examples of these technologies include Voice over Internet (VoIP), call accounting, web and audio conferencing, voice recognition, and digital surveillance systems. Through its strategic partnerships with leading industry providers like Mitel, Toshiba, Paetec, iRecord, and Verint, McEnroe Voice & Data can easily coordinate and implement numerous solutions, which in most cases will have an immediate impact on the performance of any company. Each Customer Advocate will communicate critical information via online technology seminars, ongoing email newsletters, and one-to-one communication.

“We strongly believe that our Customer Advocate Department will keep our customers educated on an ever changing technological environment and enhance the performance of their business,”

added Del Monte. “Our objective is to assist our customers in bridging the technology gap and to design a game plan to successfully implement it within their companies. Our success depends on those businesses we serve and I feel it is McEnroe Voice & Data’s duty, as their strategic telecommunications partner, to provide an avenue that will help them experience significant success.”

ABOUT MCENROE VOICE & DATA

McEnroe Voice & Data Corporation is a leader in business and office phone systems. They offer state of the art voice and data networks which include telecommunication and voice mail systems, VOIP, hosted data solutions, disaster recovery, security surveillance technology, voice logging, dictation systems, and specialized wide area networks for the health care industry.

McEnroe is annually recognized as one of Baltimore's largest woman-owned businesses. With over 38 years of experience they service over 8,000 customers in the Baltimore/Washington area.

<http://www.mcenroevoice.com>.