



Kathleen Del Monte  
Owner/President

## **McEnroe Voice & Data Increases Customer Profitability in a Down Economy with the Latest Technologies**

*Region's Leading Technology Provider  
Helps Businesses Do More with Less*

Baltimore/Washington – December 19, 2011 – McEnroe Voice & Data, an industry leader in unified communications, announced today that the company is relentlessly educating its customers on the latest technologies designed to increase their profitability and enhance employee productivity, particularly in these tough economic times. The technologies that McEnroe Voice & Data is focusing on helps companies do more with less. While the economic whiplash has sent many companies back to the starting block, others are capitalizing on these types of advancements to better position themselves for recovery. The financial gurus may try to convince business owners that a dreaded double-dip is imminent, but for the technologically adept, an uptrend is more likely. McEnroe Voice & Data, is paving the way by introducing businesses to leading edge technologies that drive profitability, now.

“We understand that the economy has mounted tremendous pressure on our customers to be more productive, with fewer

resources at their disposal. We believe that it is our responsibility to proactively search and deploy solutions that drive our customers' profitability and provide them with a competitive advantage. It's up to us to make sure that our customers have technology that enables them to do more with less,” stated Owner/President, Kathleen Del Monte.

One of the ways that McEnroe Voice & Data is boosting customer profitability is through an application called presence management. This application eliminates the guessing game of knowing where people are and what they're doing, and allows individuals to indicate their status (in a meeting, “back at 2pm,” at lunch, “send calls to my cell”, etc.) and promises “you'll never miss a call again.” By increasing the speed of communication, more opportunities can be seized; more current customers can be satisfied, and more profits can make it to the bottom line.

Similarly, McEnroe Voice & Data is utilizing call recording technology in order to help organizations increase employee productivity. According to Dr. Jon Anton from Purdue University,

“On average, employees answer the phone 19% faster, spend 29% less time on the phone and do after-call work three times faster when they know they're being recorded.” Remarkably, many business owners have not adopted call recording technologies. McEnroe Voice & Data is looking to “bridge the gap” by educating their customers on solutions aimed to help small to mid-sized businesses come out on top.

### **ABOUT MCENROE VOICE & DATA**

McEnroe Voice & Data Corporation is a leader in business phone systems. They offer state of the art voice and data networks which include telecommunication and voice mail systems, VoIP, hosted solutions, 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 39 years of experience they service over 3,000 customers in the Baltimore/Washington area.

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