

HPA Consulting Group, Inc.

Telecom, eBusiness & Technology Solutions

COMMUNICATIONS SOLUTIONS

Companies Need to Reduce Costs While at the Same Time Keep Pace With the Implementation of Service Options and Technology Based Applications. HPA Can Help You Reach these Goals by Providing the Following Services:

Planning and Analysis

- Understand Client Needs
- Assess Current Technologies and Networks
- Recommend Solutions
 - Voice and Data Communication
 - Voice and Data Infrastructure
 - Wired and Wireless
 - Network Optimization
 - Traditional Telecom Equipment
 - Voice over IP
 - Internet Access
 - Voice Mail
 - Call Center
 - Security, Redundancy and Disaster Recovery
- Cost Justify Solutions that Deliver Value

Contact Centers

- HPA provides services to build, manage and improve Contact Centers that include voice calls, fax, e-mail and web collaboration

RFP/Bid Management

- Determine Client Needs, Develop the Specifications, Qualify Vendors, Prepare and Solicit Bids, Analyze Proposals, Provide Expert Recommendations

Cost Management

- Billing Audits
- Service and Equipment Inventory
- Invoice Processing Solutions to Improve the Accuracy and Efficiency of your Telecom Invoice Accounting

Technology Infrastructure Management Outsourcing

- HPA provides full time or part time personnel to manage your daily and unique voice and data communication needs
- The entire HPA Team is available to your Company

Customer Service Training

- Training Programs to Improve your Employees' Customer Service Skills
- Implemented to Meet your Needs

Project Management

- Oversee Installations
- Manage Client Moves

HPA Consulting Group, Inc. (HPA) is a privately owned consulting firm headquartered in Rochester, NY. HPA's clients are Communications Users and Service Providers. Since HPA's formation in 1994, over 400 clients have contracted to HPA for services. HPA has implemented a variety of voice and data solutions that have enabled businesses to enhance their operations in a cost-effective manner.

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