



We Make It Easy To Communicate

ESI (Estech Systems, Inc.) designs, manufactures and markets advanced, highly featured digital and IP-based **business communications systems**. Progressive vision, leading-edge technology, legendary reliability and award-winning products define ESI. Since its inception in 1987, ESI — a privately held corporation based in Plano, Texas — has shipped over 100,000 systems, and has enjoyed remarkable growth and uninterrupted profitability.

ESI is the first manufacturer to build a truly **combined** telephone and voice mail system, and has numerous patents granted or pending on its products' unique design and features. ESI is highly regarded for supporting unique, real-world applications with practical and effective features. How does ESI accomplish these feats? By using **digital signal processors (DSPs)** — high-powered semiconductors that manage analog functions in a digital environment — and **ESI's innovative system software** to replace hundreds of hardware components. This enhances product reliability. It also makes the design and production of new systems, as well as the upgrading of existing systems, more efficient and cost-effective.

ESI is proud to be an **ISO 9001:2000-certified** company. Beyond mere certification, the stringent ISO quality assurance standards are inherent to ESI's business philosophy and everyday practices.

A brief history: ESI's advanced communication systems for business

In 1995, after several years producing voice mail products, ESI used its advanced voice storage and DSP software development skills, combined with phone system hardware design expertise, to create the **IVX® All-in-One Digital Phone System** — the first telephone/voice mail system based on a single processor. Its great success led in 1999 to the introduction of the larger and even more fully featured **IVX 128** system.

ESI became an early leader in the exploding **VoIP** (Voice over Internet Protocol) marketplace in 2001 when, after years of extensive research and testing, it began shipping both IP-only systems and an IVX Series model that could be IP-enabled. Also in 2001, ESI released the **Remote IP Feature Phone**, followed in 2002 by **Esi-Link** — offering multi-location customers the convenience and cost savings of networked communications. These solutions are unique in their simplicity of support and administration.



ESI's systems and phones — including desktop Feature Phones and Cordless Handsets, in both digital and IP versions — meet nearly any business communications need.

Over the years, ESI product offerings have grown in quantity, capacity, and feature-richness. Starting in 2004, ESI has added various members of the **VIP** family of software applications, each of which lets users manage voice mail, contacts, and programming in conjunction with *Microsoft® Outlook®*. Joining the ESI line in 2005 was **ESI Presence Management**, an RFID-powered option that quickly became a "must-have" for virtually all ESI systems. And the introduction in 2007 of the **ESI Communications Servers** brought total digital/IP flexibility to the ESI line.

Patented higher-performance technology

ESI has numerous **patents** either granted or pending on its systems' design advances. For example, one patent covers the single-processor **integration** of telephone and voice mail systems; while another protects ESI's ability to keep **Caller ID** data with a voice message **as it moves within the system**, allowing easy call-back, easy speed-dial entries, and many other highly convenient features. (To learn more about these and other patented ESI technologies, see www.esi-estech.com/news.)

ESI's innovative products use significantly less hardware, resulting in **increased reliability**. As a result of all these features (and many more), ESI products provide **significant benefits** and **greater long-term customer satisfaction**.

ESI's years of experience makes it a leader in **secure** IP-based telephony solutions for companies of all sizes. ESI's VoIP design relies on the company's **custom-developed operating system**, and allows **only safe communications** to reach the system.

Products

ESI business communications systems offer special ESI innovations such as live call recording, live call screening, and the Verbal User Guide.™ Beyond those similarities lie some differences:

- **ESI Communications Servers** offer full digital/IP flexibility in various system capacities to meet the needs of different businesses. Each offers a selection among multiple **Feature Phones**, cost-effective expansion capabilities, automated attendant, automated call distribution (ACD), voice mail, live call recording, live call screening, and the Verbal User Guide.™ Also, these systems boast extensive expandability, with up to 1,128 call-processing ports and up to 1,200 hours of voice storage, along with support for T1, ISDN PRI, and TAPI computer/telephony integration (CTI).
- **EsI-Link** allows up to 100 IP-enabled ESI systems to be connected across an enterprise's WAN while sharing advanced ESI features.
- **IVX S-Class Generation II** shares many fine features with larger ESI systems, but is designed for simpler applications. IVX S-Class Generation II grows to 16 CO lines, 32 digital stations, and eight analog stations. It uses the same outstanding Digital Feature Phones as ESI Communications Servers, making it easier to upgrade when your company's communications needs change. IVX S-Class Generation II also includes the same full-featured voice mail and auto attendant as on larger ESI systems.
- **ESI Presence Management** incorporates an innovative combination of RF scanning technology and ESI's award-winning communications systems. ESI Presence Management offers presence indication, personal call routing, access control, and documented tracking of users' work hours and attendance history. The optional **ESI TimeLine** is a *Windows*®-based application which works with ESI Presence Management to simplify time and attendance management.
- ESI's **VIP** software applications are call-management solutions which let ESI system users manage voice mail, contacts, and phone programming in conjunction with *Microsoft Outlook*. In addition to the basic **VIP**, there also are the more fully featured **VIP Professional** and three additional software choices: **VIP PC Attendant Console**, **VIP ACD**, and **VIP Softphone**.



The ESI-600 Communications Server, one of several models in its product family.



ESI headquarters in Plano, Texas.

Why consider ESI?

- **Customer-focused product development** — ESI consistently incorporates the newest advanced and viable technologies into **usable, real-world products** — and enhances them based on feedback from real-world **customers** like you.
- **Commitment to total customer satisfaction** — ESI understands the needs of real-world businesses like yours, and designs systems with you in mind. That's why ESI consistently earns praise for **exceeding** expectations.
- **Financial stability and strength** — ESI has been self-funded and profitable since its inception. Effective management of the company's growth and sound fiscal policies are the guiding principles of the ESI management team.

Businesses are searching for products designed to meet their specific needs. ESI telecommunication products meet that criterion **and** are significantly easier to use than competitors. ESI combines today's products with a clear vision of the future. ESI and its nationwide network of **ESI Certified Resellers** are prepared to **grow with you** — now and for many years to come.

ESI's slogan says it all: ***We make it easy to communicate!***

For more information about ESI and its products, consult your ESI Reseller or www.esi-estech.com.

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