

More Services and Solutions

Nortel SCS VoIP Phone System

Leveraging your phone system to work for you

Key Features and Benefits

- “Screen Pop” functionality that uses PFW VoIPLink (sold separately) to instantly display a customer’s pertinent info via PFW IntelliDealer Customer Portal when they call in
- A voicemail system and auto-attendant (automated receptionist)
- E-mail voicemail messages as an attachment for easy accessibility
- Call forwarding to a secondary location or cell phone
- Allow staff to make or take calls from a remote location
- Conference calls can be organized in-house instead of paying a service provider
- Easily customize your phone system, adding new users or adding new phone lines
- Save on long-distance charges between dealership locations by placing them on the same system



PFW Systems Corporation now offers the Nortel Software Communication System (SCS), a Voice over Internet Protocol (VoIP)-based Unified Communications (UC) solution. This creates exciting new opportunities for you to leverage the functionality of the Nortel system to benefit your dealership.

In the last 10 years, the Internet and computers have transformed how dealerships do business – and now they’re ready to revolutionize your phone system. Nortel SCS provides high-quality, feature-rich phone communication that is flexible and cost effective. Nortel SCS can be used to provide better service to your customers and improve the efficiency of your dealership.

Integration for Enhanced Functionality

A predominant trend in business today is the convergence of communication technology, known as Unified Communications (UC). This integration allows you to access communications in whichever format you choose. Nortel SCS plays a role in this process by providing high-quality, reliable phone communication as well as enhanced functionality such as the ability to receive a phone call on your PC, get a voicemail message via e-mail and much more.

Does a Nortel SCS Phone System Suit my Dealership?

Does your dealership...

...have multiple locations with staff that need to communicate back and forth on a frequent basis?

...employ a number of remote employees who would benefit from direct access to HQ and customers?

...deal with customers that require personal relationships and a great deal of attention to detail?

...currently employ an aging phone system?

PFW is a Nortel Authorized Reseller and is Full Service Authorized to provide sales, installation and support of Nortel SCS phone systems.

NORTEL
Authorized Reseller

About Nortel SCS

Nortel SCS provides phone communication using VoIP (Voice over Internet Protocol) technology.

Nortel SCS offers more functionality and flexibility than traditional phone systems, at a price that is significantly less expensive.

Nortel SCS uses open standards and is Session Initiation Protocol (SIP) compliant, meaning it puts less strain on your server and can easily be scaled to suit your business as it grows.

Power Systems i Compatibility

One of the reasons PFW chose this system to integrate with was because of its compatibility with IBM Power Systems i servers. PFW was instrumental in having the Nortel SCS system certified on the IBM Power System i environment with POWER6 technology.

Are You Ready for a Move to Nortel SCS?

Are you adding branches to your dealership or building new facilities? Is your existing phone system reaching the end of its life or the limits of its functionality? This is the perfect time to consider your dealership's voice communication options.

Traditional phone systems can be expensive, limited in functionality and inflexible. Nortel SCS is more cost effective, with most dealerships quickly realizing a return on investment. Nortel SCS also provides a wealth of functionality and is very easy to customize to meet your dealership's specific needs.

Improve Efficiency in Your Dealership

The ability to seamlessly link mobile and remote staff to headquarters and clients is a huge benefit to any dealership. Most Dealers have mobile staff that need to spend a large amount of time in the field. Allowing them to stay mobile while still being available for communication is essential.

Nortel SCS offers many options to help make this happen, such as: providing remote workers with their own extensions so they can take calls as if they were at headquarters, automatically forwarding calls to a secondary location or a cell number to find staff who are on the go, emailing voicemail messages to mobile staff, the use of softphones, and much more.



Connect Remotely

Use Nortel SCS to allow mobile staff equipped with a laptop to connect to HQ and customers as if they were at their desk. Softphones perform all the expected functionality, and more, without requiring a physical handset.

PFW VoIPLink



Nortel SCS Phone Systems integrate with PFW IntelliDealer!

PFW VoIPLink provides integration between Nortel SCS and PFW IntelliDealer.

It displays a customer's information in PFW IntelliDealer as they call in.

Use this feature to provide improved service to your customers.

Give your staff the ability to make information-based decisions in real-time.

To learn about PFW VoIPLink, please visit www.pfw.com/solutions/infrastructuremanagement

System Requirements

Please contact PFW to see if your system meets optimal system requirements.

Request More Information

If you would like more information, please visit www.pfw.com or contact our Sales Team at (519) 474-3300 ext. 230 or sales@pfw.com.