

# CHARTING A COURSE FOR IT SUCCESS



 **IPC TECHNOLOGIES**

*World-class customer service since 1981*



**RICHMOND ■ CORPORATE HEADQUARTERS**

IPC Technologies Building  
7200 Glen Forest Drive, Suite 100  
Richmond, VA 23226

Ken Banks, President & CEO  
804.622.7288 kbanks@ipctech.com

Jeff Andrews, Executive VP  
804.622.7233 jandrews@ipctech.com

Bill Southers, SVP Engineering  
804.622.7221 wsouthers@ipctech.com

Eric Bowling, Vice President, Sales  
804.622.7227 ebowling@ipctech.com

Vince Smoral, Director, Project Management Group  
804.622.7255 vsmoral@ipctech.com

Steven Banks, Director, Sales  
804.622.7229 sbanks@ipctech.com

Doug Woods, Director, Sales, TechFirst  
804.622.7225 dwoods@ipctech.com

Doug DeFranco, Mgr Inside Sales  
804.622.7226 ddefranco@ipctech.com

Jan Danielson, Director, Administration/HR  
804.622.7263 jdanielson@ipctech.com

Emily Henley, Technical Recruiter  
804.622.7256 ehenley@ipctech.com

**TECHFIRST CLOUD - VIRTUAL BRANCH**

Kurt Wright, Director, Engineering, TechFirst  
804.622.7222 kwright@ipctech.com

Larry Woodall, Director, ShoreTel Implementation  
804.622.7260 lwoodall@ipctech.com

Mike Weidig, Director, ShoreTel Support  
804.622.7272 mweidig@ipctech.com

Ryan Kahn, Manager, TechFirst NOC-Atlantic  
804.622.7245 rkahn@ipctech.com

Mike Littlefield, Manager, TechFirst NOC-Pacific  
804.622.7243 mlittlefield@ipctech.com

Eric Kelsey, ShoreTel Technical Trainer  
804.622.7234 ekelsey@ipctech.com

NOC Toll Free Number  
888.472.9497

**NEW YORK METRO REGIONAL HUB**

Grand Central Centre  
100 Park Avenue, Suite 1600  
New York, NY 10017

Jeff Andrews, Executive VP  
804.622.7233 jandrews@ipctech.com

James Rutigliano, Exec Director, Business Development  
804.622.7274 jrutigliano@ipctech.com

Daniel Sebor, Director, Business Development  
908.246.5241 dsebor@ipctech.com

Ed Lafferty, Director, Business Development  
631.495.5495 elafferty@ipctech.com

Lance Giuliani, Sales Manager  
804.622.7275 lgjuliani@ipctech.com

Frank Fucciano, Senior Account Executive  
804.622.7276 ffucciano@ipctech.com

Joseph Calderone, Senior Account Executive  
804.622.7277 jcalderone@ipctech.com

Jason Faccibene, Director, Business Development  
917.566.6748 jfaccibene@ipctech.com

Wil Scalizzi, Senior Account Manager  
804.622.7278 wscalizzi@ipctech.com

Pete Plumeri, Senior Account Manager  
804.622.7279 pplumeri@ipctech.com

Ron Fujijama, Senior Engineering Manager  
804.622.7280 rfujijama@ipctech.com

George James, Manager, Business Development  
804.622.7267 gjames@ipctech.com

**NEW YORK/CONNECTICUT/LONG ISLAND**

P.O. Box 211  
Huntington, NY 11743

Ed Lafferty, Director, Business Development  
631.495.5495 elafferty@ipctech.com

**NORTHERN NEW JERSEY/NEW YORK METRO**

6 Cherry Tree Lane  
Warren, NJ 07059

Dan Sebor, Director, Business Development  
804.622.7241 dsebor@ipctech.com

**PHILADELPHIA METRO REGIONAL HUB**

One Liberty Place  
1650 Market Street, Suite 3600  
Philadelphia, PA 19103

Jeff Andrews, Executive VP  
877.947.2835 x3205 jandrews@ipctech.com

Ira Brooks, Director, Business Development  
804.622.7270 ibrooks@ipctech.com

George James, Manager, Business Development  
804.622.7267 gjames@ipctech.com

**PENNSYLVANIA/DELAWARE/NEW JERSEY**

73 Timberline Drive  
Voorhees, NJ 08043

Ira Brooks, Director, Business Development  
804.622.7270 ibrooks@ipctech.com

**WASHINGTON DC REGIONAL HUB**

Verizon Center  
601 F Street, NW  
Washington, DC 20004

Jeff Andrews, Executive VP  
202.386.9571 jandrews@ipctech.com

Mark Guyer, Sr. Engineer  
804.622.7235 mguyer@ipctech.com

Carlyle Glover, Sr. Engineer  
804.622.7247 cglover@ipctech.com

Sean Gallagher, Sr. Engineer  
804.622.7244 sgallagher@ipctech.com

**BALTIMORE/DC METRO/N. MARYLAND**

4950 Columbia Road  
Columbia, MD 21044

Bruce DeLeon, Director, Business Development  
443.545.5678 bdeleon@ipctech.com

**ANNAPOLIS/DC METRO/MARYLAND CAPITAL**

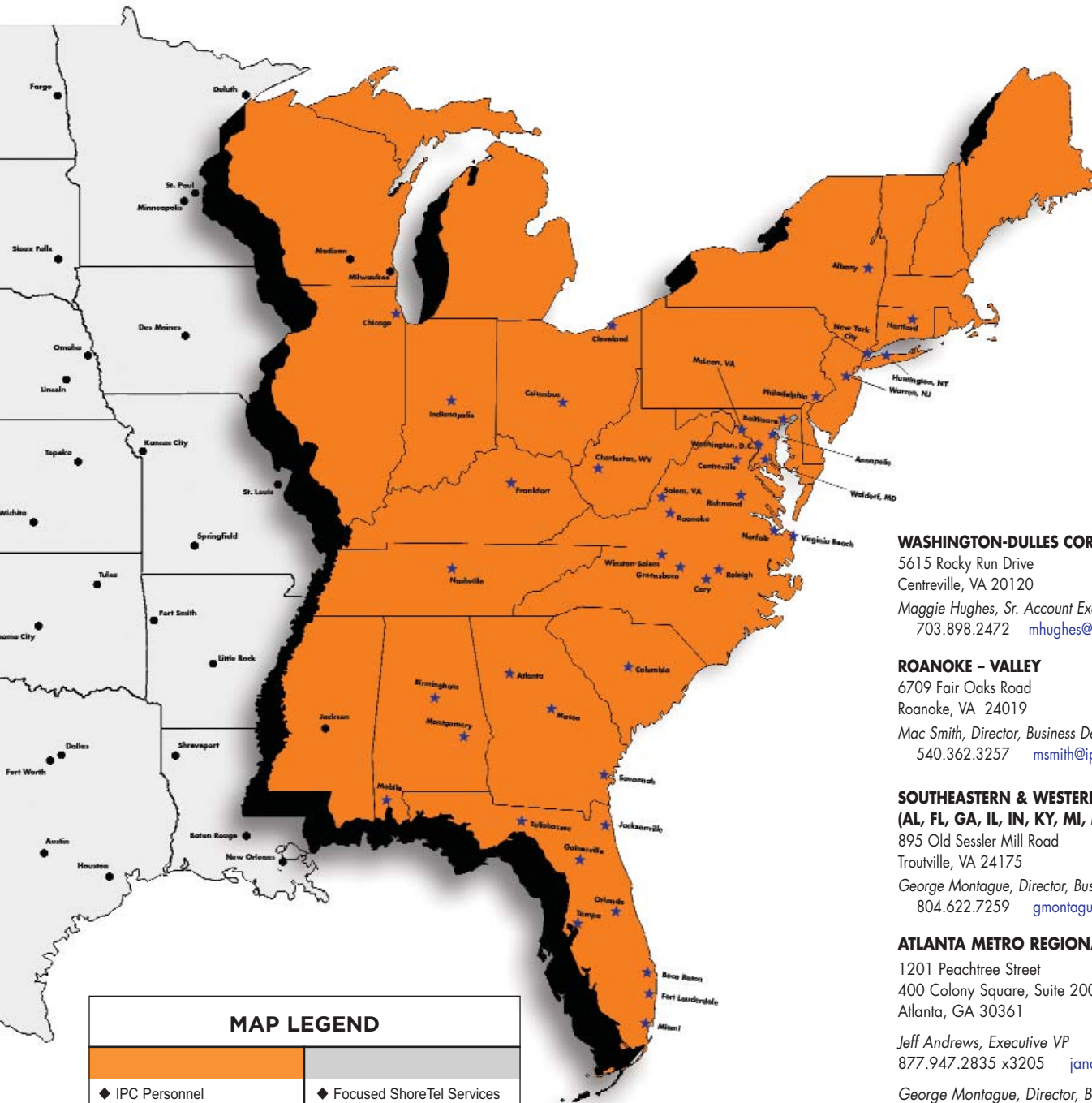
810 South River Landing Road  
Edgewater, MD 21037

Jeff Andrews, Executive VP  
202.386.9571 jandrews@ipctech.com

**TYSON'S/NORTHERN VA/DC METRO SOUTHERN MARYLAND**

3003 North Declaration Court  
Waldorf, MD 20603

Jim Krieger, Director, Business Development  
301.843.4851 jkrieger@ipctech.com



**WASHINGTON-DULLES CORRIDOR**

5615 Rocky Run Drive  
 Centerville, VA 20120  
 Maggie Hughes, Sr. Account Executive  
 703.898.2472 [mhughes@ipctech.com](mailto:mhughes@ipctech.com)

**ROANOKE - VALLEY**

6709 Fair Oaks Road  
 Roanoke, VA 24019  
 Mac Smith, Director, Business Development  
 540.362.3257 [msmith@ipctech.com](mailto:msmith@ipctech.com)

**SOUTHEASTERN & WESTERN DIVISION  
 (AL, FL, GA, IL, IN, KY, MI, MS, OH, TN, WV)**

895 Old Sessler Mill Road  
 Troutville, VA 24175  
 George Montague, Director, Business Development  
 804.622.7259 [gmontague@ipctech.com](mailto:gmontague@ipctech.com)

**ATLANTA METRO REGIONAL HUB**

1201 Peachtree Street  
 400 Colony Square, Suite 200  
 Atlanta, GA 30361  
 Jeff Andrews, Executive VP  
 877.947.2835 x3205 [jandrews@ipctech.com](mailto:jandrews@ipctech.com)  
 George Montague, Director, Business Development  
 804.622.7259 [gmontague@ipctech.com](mailto:gmontague@ipctech.com)

**NORFOLK - TIDEWATER/HAMPTON ROADS**

1500 East Little Creek Road, Suite 210  
 Norfolk, VA 23518  
 Linda Dorsey, Director, Business Development  
 757.853.6777 [ldorsey@ipctech.com](mailto:ldorsey@ipctech.com)

**SOUTHERN VIRGINIA/VIRGINIA BEACH**

2304 Wake Forest Street  
 Virginia Beach, VA 23451  
 Kevin Loos, Director, Business Development  
 614.619.9000 [kloos@ipctech.com](mailto:kloos@ipctech.com)

**THE CAROLINAS REGIONAL HUB**

IPC Technologies - Regency Centre  
 2500 Regency Parkway  
 Cary, NC 27518  
 Chris Viverette, Director, Business Development  
 919.285.1472 [cviverette@ipctech.com](mailto:cviverette@ipctech.com)  
 Larry Woodall, Director, ShoreTel Implementation  
 804.622.7260 [woodall@ipctech.com](mailto:woodall@ipctech.com)

MAP LEGEND	
◆ IPC Personnel	◆ Focused ShoreTel Services (including Implementation, Service & Support)
◆ Strategic Sales, Marketing and Service Locations	◆ TechFirst
	◆ StaffFirst



Toll Free 1.877.9.IPCTEK (1.877.947.2835)

[www.ipctech.com](http://www.ipctech.com)



**Ideal economic conditions tend to trigger broad business growth across a variety of industries and sectors – hence the expression “a rising tide lifts all boats.” But it takes focus, discipline and a faultless sense of direction to successfully navigate an ever-changing technological environment.**

**IPC Technologies has been guiding customers in the right direction for 30 years.**



## Get Your Bearings

While technology has changed dramatically since IPC opened its doors in 1981, our central focus has always remained on providing a carefully selected portfolio of technology solutions designed to help customers

- Cut costs and relieve operational bottlenecks
- Increase profitability and competitiveness
- Improve collaboration and decision making
- Reduce risk
- Optimize your existing investments



## We Know the Ropes

Our management team has more than a century of combined industry and business experience, and our engineers and technicians are recognized leaders in their areas of expertise. We concentrate on delivering select technologies that we have identified as the very best in the industry. Our keys areas of expertise include:

- IP Unified Communications
- IP Video Conferencing
- IP Commercial Security
- Virtualization Technologies
- Managed Services Solutions



## To the Rescue

We can deliver a full range of consulting and staffing services to help you focus on core business activities while reducing IT management costs, increasing productivity and improving problem resolution.

Through TechFirst, we offer 24x7 network monitoring and management of all computer components, with remote repair in most cases.

Through StaffFirst, we provide exceptional staffing solutions on a contract or permanent basis. Candidates are carefully matched to your precise business needs.



## Our Key Partners



## What Our Customers Say

“We really enjoy working with IPC . . . They are providing our long-term support and we are very comfortable with their capabilities.”

— COURTNEY CARPENTER,  
CIO, College of William and Mary

“IPC and ShoreTel presented the right solution from day one.”

— HARLEY BLEDSOE,  
IT Director, American Chemistry Council

“ShoreTel provides the ability to change things and move people faster...this is important from a disaster recovery standpoint. We’ve actually had to move people out of a facility that lost power, and we’ve been able to have them back up and running in another facility in a matter of minutes. That’s very powerful for us.”

— BRUCE STEERE,  
Senior VP & CTO, United Bank

“We went with IPC for voice over IP in 2005, for TechFirst in 2008 and now for virtualization. They’ve certainly been go-to support for us, providing us with some hardware and software solutions that have really benefited our operations.”

— NEIL BURKE,  
CFO, Benchmark Community Bank

“The IPC staff was great, from the sales person down to the technicians who were here on site helping our staff. And whenever we have a minor problem and feel we need to call them, they’re very responsive.”

— TERRY HALL,  
VP of Operations & Information Systems,  
National Community Pharmacists Association

“One of the things we liked best about ShoreTel was its simplicity — there aren’t a lot of components to manage. It’s also relatively quick to implement. IPC helped configure five offices in New York City, New Jersey, and Pennsylvania with about 500 people, and met all deadlines.”

— RAJIV PERERA,  
Former CTO, Willis Group

“The deployment schedule was fairly short — we ran the system out quickly without disrupting operations. We had live cutover right on schedule and were ready to support The Who concert that same day.”

— GORDON ARMSTRONG,  
CIO, Monumental Sports & Entertainment,  
The Verizon Center, home of the NHL Capitals