

Trident Tribune

Did You Know Trident Provides...

#1 Conference Bridge:

Conference bridge services are one of the most affordable solutions necessary for businesses. A conference bridge links telephone lines allowing multiple people to be connected in a conference call. Conference bridge services facilitate communication and help manage costs more efficiently. They cut costs by increasing productivity, reducing travel time, and allowing decisions to be made faster.

#3 Smartboards:

People choose the SMART Board interactive whiteboard because it helps energize presentations and motivate learners. In 1991, it was the world's first interactive whiteboard. Today, it is the world's leading interactive whiteboard. Combining the simplicity of a whiteboard with the power of a computer, the SMART Board interactive whiteboard engages audiences around the world. The touch-sensitive display connects to your computer and digital projector to show your computer image. You can then control computer applications directly from the display, write notes in digital ink and save your work to share later. Best of all, the full-featured SMART Board interactive whiteboard is incredibly easy to use.

6 Clocks:

Stay on time, all the time! Trident offers low cost, precision time clocks for educational institutions, small to enterprise level businesses, manufacturing, medical facilities and government. Our synchronized clocks provide the single, facility wide time standard that is so important in managing your organization's daily schedule. Wired and Wireless clocks are available.

#2 Intercom:

Trident offers high quality Valcom communication systems with a multitude of features easily configured to suit your specific requirements (Intercom, Paging, Bell Systems). Systems include user-friendly administration software that easily manages the voice communication system. Valcom's pre-engineered technology uses your existing infrastructure, which eliminates the need for additional wiring. Valcom integrates with most phone systems including ShoreTel VoIP.

#4 Video Conferencing:

Connect as if you were face-to-face, even if your meeting members are spread across the globe. This simple to use cost-cutting technology will improve your meeting communication. Video conferencing makes it easy to connect with people anywhere in the world so your interview or company-wide announcement feels more personal. You can put a face with a name and really get your message across the way you intend it.

#5 Call Recording:

Call recording provides companies with accurate insight into the overall performance of the organization. When customer service is the number one priority, an effective call recording system supplies concrete information to speed the responsiveness of customer requests and demands. Call recording gives small businesses the same benefits and advantages of large companies with an extensive IT budget.

These products and services are available **TODAY!**
Contact your Account Representative for more info.

Company Spotlight



Southeastern Baptist Theological Seminary (SEBTS) became a reality on May 19th, 1950, by vote of the Southern Baptist Convention meeting in Chicago, Illinois. SEBTS began offering classes on the original campus of Wake Forest University, and eventually occupied the rest of the campus when the university completed its move to Winston-Salem, NC in 1956. When Southeastern Baptist Theological Seminary first opened its doors, it had only 85 students. Today, the school has granted more than 12,000 degrees and an annual enrollment of 3,500 is anticipated by 2010.

In early 2008, SEBTS chose Trident Technology Solutions to be their Communications (ShoreTel VoIP), Technology and Structured Cabling provider. Since installing more than 250 ShoreTel handsets on campus, Trident provides

monthly Complete Care support and maintenance on the ShoreTel phone system. Trident also programmed over 20 HP switches and ran cable throughout the entire campus to create a more robust network infrastructure for students and staff. Currently, Trident is assisting SEBTS with recommendations on Telecommunication services.

Wayne Jenks, Director of Information Technologies, says "Trident has been invaluable to us in helping choose the appropriate technology for our institution and installing it in a professional manner. We have confidence in them both for their quality of work and their responsiveness to our needs. Members of the Trident team have stayed in constant communication with me and my staff to ensure that we have a functioning network infrastructure and VoIP system. I cannot recommend a company more highly." For more information on Southeastern Baptist Theological Seminary, please visit their website at www.sebts.edu

Employee Profile

Britney Burris



What is your title?

Client Services Coordinator.

How long have you worked at Trident Technology Solutions?

One year.

What does your job involve?

My main responsibility is to actively participate in all aspects of client development. This includes meeting with our customers throughout the year to discuss the current state of their organization, invoice and/or payment discrepancies, upcoming initiatives, and referrals. Other responsibilities include troubleshooting daily issues as they arise and escalating the resolution of these issues as well as assisting with the planning of customer events.

What do you like best about working at Trident?

Aside from loving the people I work with, I enjoy being able to move across various roles. Ultimately, my main goal is to make a positive impact on this company as a whole so I love learning new things and taking on new responsibilities.

Why would you recommend Trident to a potential client?

We work with a "We can always get better - things can always be improved" attitude. Trident is committed to creating and maintaining a company which is constantly growing and improving both internally and externally.

Where did you grow up?

I have lived in Raleigh, NC since I was two years old.

What do you like to do in your spare time?

As of recently, plan my wedding. I also enjoy shopping, working out and spending time with friends and family.

What are your favorite sports teams?

The good ol' NC State Wolfpack but I am a little bit ashamed to admit that this year.

What are your favorite TV shows?

I love reality TV and anything suspenseCSI Miami, 48 Hours Mystery and American Idol are a few favorites.

Trident Updates

Referral Rewards Program

Cash in on the People You Know With Our Referral Rewards Program...

\$500 OFF
your next project.

or

\$500 OFF
one month of service.

Thank you for being a Trident customer! We appreciate your support and are honored to be the preferred vendor for your business communications and IT needs. At Trident Technology Solutions, we believe the most significant measurement of a customer's satisfaction is when they recommend our services to a friend, family member, or business colleague. This is the ultimate testimony of a customer's confidence and trust in a company. As our way of saying thank you, we have established an attractive Referral Rewards Program. Your time and effort in participating in our Customer Referral Program won't go unnoticed! With Referral Rewards, you will receive \$500 off a month of service (Trident Complete Care or Trident Guard) or \$500 off a project for each qualifying opportunity you refer that purchases a core Trident product or service. There is no limit to the number of referrals you can provide. Contact Britney Burris, Client Services Coordinator, at 919.354.1208 for details on program requirements.

Catfish Classic

2008 ALS Golf Tournament

PAR-tnering for a Great Cause!

The ALS Association is the only national not-for-profit health organization dedicated *solely* to the fight against ALS (also known as Lou Gehrig's disease). As the preeminent ALS organization, the Association leads the way in research, patient and community services, public education, and advocacy — giving help and hope to those facing the disease. The Association's nationwide network of chapters provides comprehensive patient services and support to the ALS community. The mission of The ALS Association is to lead the fight to cure and treat ALS through global cutting-edge research, and to empower people with ALS and their families to live fuller lives by providing them with compassionate care and support.

Each year, the ALS Association – Jim "Catfish" Hunter Chapter, a Trident Technology Solutions customer, holds several fund-raising events to raise awareness and funds that help provide invaluable services to people living with the disease. From golf tournaments, The Walk to Defeat



ALS, auctions and social gatherings, the funds the Chapter receives from these events helps support cutting-edge research, local patient services and Chapter programs.

As a corporate sponsor and partner of the ALS Association, Trident Technology Solutions is honored to help make a positive difference in the lives of ALS patients, family members and caregivers through the foundation's comprehensive research, patient and community services, public education and advocacy programs. The Trident team participated in the **Catfish Classic** on October 13th 2008 at the Tournament Players Club at Wakefield Plantation. **GO TRIDENT!**

Since 2005, the Jim "Catfish" Hunter Chapter has raised more than \$190,000 through the **Catfish Classic**.

IF ONLY LIFE WERE LIKE A COMPUTER...



- * When you make a mistake, press "ctrl, alt, delete" and you could start all over!
- * To improve your appearance, just adjust the display settings.
- * When you started going bald... simply cut and paste!
- * To get your daily exercise, you'd just click on "Fun!"

Quote of the Quarter

“ A bank is a place where they lend you an umbrella in fair weather and ask for it back when it begins to rain. ”
~Robert Frost



Ask the Expert!

Realize Trident provides nationwide Telecommunication services (local, long distance, and internet) but what is the advantage of using Trident as opposed to working directly with the carrier?

Wayne Jenks
Director of Information Technologies,
Southeastern Baptist Theological Seminary

The Trident team has over 50 years experience in sales management and network engineering in the Telecommunications industry. We have formed nationwide partnerships with local, long distance and internet carriers in order to provide multiple proposal options. This allows us to determine the most cost effective solution specifically tailored to your needs. In addition, we are your single point of contact when issues arise, which ensures escalated response time and resolution.

Nick Merola
Vice President of Sales

What's New at Trident

- Trident is proud to announce its new office location in Pittsburgh, PA, which will open January 5th, 2009.
- A ShoreTel Lunch 'N' Learn is scheduled for November 20, 2008 in Charlotte, NC .
- Trident Lead Technicians are now Siemen Certified
- Carlos Cole has been promoted to supervise the Remote Support Call Center. Congratulations Carlos!
- Matt Cahill joins the Trident Sales team.
- Jamie Perry comes on board as Office Administrator.
- Britney is engaged! If that isn't exciting enough, she will also be celebrating her one year anniversary with Trident on December 03, 2008.
- Zack Krause celebrated his one year anniversary with Trident on September 14, 2008.
- It's almost time for our next Client Appreciation Event... Stay tuned for more information!



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