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## **PC Doctectives Powers Business Communications with Aptela**

**Remote IT Support Provider for Small Businesses and Families Relies Upon  
Aptela's Phone Service to Stay Connected**

**Herndon, Va., May 26, 2010** — Aptela, a leading provider of business-class phone service for small businesses and mobile workers nationwide, is pleased to announce that Massachusetts-based PC Doctectives has joined its roster of clients. PC Doctectives provides remote, online computer support to small businesses, residential customers and home-based businesses throughout North America.

"Our business is all about communicating instantly with our clients. We have to be able to speak with our clients as if we're sitting right next to them," said Cliff Bodenweiser, President of PC Doctectives. "Aptela makes it very easy for our clients to connect to us while hearing us 'as-clear-as-a-bell.' We were easily able to customize our system around our business model to meet our needs and more-importantly, the needs of our clients."

The ability to work remotely allows PC Doctectives to serve over 500 clients with just three full-time employees and four contractors, all of whom work primarily from home or on the road. PC Doctectives uses Aptela's business VoIP solution to:

- **Manage high call volume**—Incoming calls can be automatically forwarded to employees' home phone, cell phone or routed quickly to departmental voicemail boxes.
- **Facilitate conference calls**—Aptela's audio conferencing allows PC Doctectives technical specialist to instantly bring in manufacturer support representatives on the line.
- **Prioritize incoming calls**—Announce Callee function lets the PC Doctectives team know who is calling, no matter where they take the call...even on their cell phones.
- **Increase staff productivity**—Aptela's Voicemail to Email Integration allows employees at secure locations or in poor cell-reception areas to receive their voicemail messages as email attachments (.wav or mp3 formats) and respond quickly. This gives employees immediate access to client voicemails and allows them to respond quickly to calls for service.
- **Build their brand**—Aptela's flexible tools and high-definition (HD Voice) platform help PC Doctectives be responsive and convey a cutting-edge image.

"Small businesses are increasingly turning to remote employees to increase productivity and save on overhead costs," said Jackie Funk, Senior Director of Marketing for Aptela. "Aptela's



hosted phone service gives small businesses the tools they need to adapt, grow and compete in today's economy."

According to Bodenweiser, PC Doctectives had unsatisfactory experiences with two prior VoIP providers before switching to Aptela's hosted PBX solution. "The phone is absolutely critical to us – it's imperative to our business that our phones are up and running. I have a client-centric business to run and I cannot be worried about whether they can reach us, much less how we come across. With Aptela, I have that peace of mind," he said.

### **About Aptela**

Aptela is a leading provider of business-class phone service, answering the communication and collaboration needs of small businesses and mobile workers nationwide who seek a robust and easy-to-use solution. Aptela's v5.0 platform is extensible by design and easily integrated into the workflow of today's entrepreneurs and increasingly mobile workforce. Unlike traditional telephony that is tied to a physical location, Aptela's service is delivered from the cloud and its features can be accessed—anywhere, anytime—through the Internet, traditional wire-line or mobile networks. Aptela was recently recognized as a 2009 Deloitte Technology Fast 500 company with a #78 ranking overall and a #15 ranking amongst telecommunications/network providers. Aptela is headquartered in Herndon, Virginia. For more information, visit [www.aptela.com](http://www.aptela.com) or call us at 800.994.4496. Follow us at [www.twitter.com/aptela](http://www.twitter.com/aptela).

### **About PC Doctectives**

PC Doctectives was founded on the belief that computer support should be based on a highly-trusted relationship where there are well-defined balances in place between convenience, affordability, and personal attention to individual clients' needs. As PC Security Specialists, The PC Doctectives service small businesses, home-based businesses, and residential customers with American-based specialists who provide instant, reliable online remote computer support as well as repair and maintenance for Windows-based systems. They act just like a company IT department for all of their clients. For more information, visit [www.pcdoctectives.com](http://www.pcdoctectives.com).

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