citycommunications

We evaluate, implement, and manage technologies for businesses and organizations.

About

City Communications started in 2001 to help organizations navigate the complex and ever-changing world of business technology. The providers and solutions available in the market are constantly changing, but we strive to be the one constant for our customers. We offer an experienced, no-pressure process, where we work with you in partnership to solve your organization's technology challenges.

How we can help?

We can help with a wide range of needs including the following:

- Telecom Support & Management
- Auditing Existing Services
- Cyber Security Threat Assessments & Implementation
- Bill Auditing and Payment
- Saving Money
- Public and Private Cloud Migrations
- Adding Locations
- Changing Providers
- Multiple Quotes for a Project (RFP Process)
- New Phone System
- New Connection (Internet, Direct Routes, etc)
- SD-WAN
- Contact Center (and 3rd-party add-ons)
- Mobile Devices, IOT Sensors, Cameras, Plans, and Management
- Office365 and GSuite Licenses
- Managed Firewalls and Security
- Cloud Services (Network, Storage, DaaS/Remote Desktop, Disaster Recovery and backup, Helpdesk, Security [Identify/Protect/Detect], etc.)

The City Advantage

You could probably do some of the stuff that we do. But why would you want to?

- We provide continuity over time. Even though your providers and solutions may change, we are always there for you
- Save time, save money, and get it done easier
- Veteran Project Manager assigned to every order
- Access to highly credentialed network and security engineers
- Customized solutions across multiple providers
- Same pricing and promotions as working with a direct representative
- We have no monthly quota's and are carrier agnostic to help find the best solutions
- We can escalate to higher levels and different channels should issues arise
- The contracts are with the providers directly. You have access to their complete support teams AND the City support teams, at no additional cost

Meet the Team

The City team includes our internal team shown below as well as the hundreds of other professionals on the support teams from all the suppliers we partner with to deliver the solutions.

Jake Petersen	Mike Wolk	John Casas	Greg Smith	Mark Kraska
Partner	Partner	Partner	Business Development	Technical Sales Director

Josh Chandlee	Jamie Iacovelli	Brian Pacheco	Melissa Quezada	Garret Rzepecki
Business Development	Senior Project Manager	Senior Project Engineer	Senior Project Manager/Account Manager	Business Development Manager

What's the Cost?

In most cases, our services are completely FREE. We are compensated by the various providers for placing orders for our clients. We also bill directly for some of our other products and services such as CityHosted and CityCare.

Independent Business Partners (IBPs)

City Communications has numerous IBPs (Independent Business Partners) around the country that refer clients to us for their technology needs. We work with those IBPs to bring the best solutions at the lowest price to our joint customers. IBPs may operate in fields such as computers, cabling, commercial real estate, consulting, or a wide range of other industries.

Our Clients

We have helped over 1400 companies and organizations of all shapes and sizes, and we are confident that we can help you too. Below are a few companies you may recognize.

Direct Energy.	lifewell BEHAVIORAL WELLNESS	CARVANA	Paradise BAKERY CAFE	Harkins THEATRES
Preferred Homecare	Empereon Constar	SES STERLING EDUCATION SERVICES, INC.	SUCCESS group	BURNS PEST ELIMINATION

Our Providers

We have access to hundreds of carriers and solutions across the country. Below are just some of the names you might recognize.

Our People

Experienced
Our team members average over 10 years of telecom experience which means you get to work with the best people on all your projects.

Knowledgeable
For over 20 years, we have been supporting our customers and agents with an experienced staff that are helpful, friendly, and can get stuff done.

Carrier Neutral
You choose which combination of providers are right for your company. We are here to help find and vet those solutions and assist you in making the best decisions.

On Your Side
We don't have quotas and have access to nearly all the providers nationwide, meaning our staff is here to help you, not pressure you.

Ongoing Support
We are here for you before and after the sale. Whether you need help changing, moving, or replacing your services, we are one call away.

Our **Products**

Hosted Phones (UCaas)

Desk phones, soft phones, and mobile apps from all the top providers that are packed with features and easy to use.

Connectivity

Every type of connection from all the best providers including: 3/4/5G internet, broadband, coax, satellite internet, SD-WAN, SASE (Secure Access Service Edge), direct routes, fiber builds, and fixed wireless.

Mobile Devices, IOT and Fleet Management

SIM card devices including phones, tablets, IOT sensors, and fleet tracking all managed and delivered by exceptional providers to help you save time, save money, and avoid overages.

Contact Center (CCaaS)

Visibility into your contact center and agents with exceptional reporting, features, and integrations, and third-party service providers to help you scale and manage your business.

Managed IT & Security

Move your servers and applications to the cloud, support for your Office365 and GSuite environments, SASE (Secure Access Service Edge), desktop support, email and network security, managed WiFi, data backup, staff training, and more.

Our **Process**

Discovery
We start with a discovery meeting to talk about your environment, initiatives, capabilities, and timeframe. This will help to provide direction for the next steps.

Create Inventory
We start with an audit of your existing services to build a complete picture of your environment, your unique business challenges, and your organization's targets and goals.

Review Options
With access to hundreds of service providers nationwide, we source out and vet the right combination of solutions to fit your needs and budget.

Choose Solutions
You decide which combination of providers is the right solution for your situation.

Implement Services
Our veteran staff of project managers will coordinate with the provider, your staff, and other vendors to ensure a smooth installation.

Post-sales Support
Our service team is here to assist after install with service issues, escalations, billing issues, renewals, and moves/adds/changes.

Getting Started

Here are a few things that you can do that will help us to understand your environment:

1. Gather **bill copies** for all services and providers.
2. Create a list of **locations** (unless it is already listed on your website).
3. Find out contract **expiration dates**. We can help with this but if you already know it will save time.