Who are We? & What is VOIP?

- We are a group of local technology specialists ready to help you with all your phone and computer needs
- Voice Over Internet Protocol
- What is the difference between VOIP and a traditional phone line?
- Multiple Locations onto one platform
- What else do we do
  - Networking
  - Consulting
  - Cabling
  - Hardware
- Who do we serve?
  - DelmarvaRepair.com
How Did We Get Started?

• Great Partnership & Great Team
  ○ Find someone that is completely opposite of you
  ○ Find a core team of people you can TRUST!

• A need in the industry to analyze phone data, employee productivity, marketing ROI, and so much more

• Great designer, marketing and follow through on your promises to your customers

• Community Involvement

• Locally Responsible Decision Makers
Lessons Learned

- Trust your instincts but do your homework!
- Plan before you make your move
  - Consultant
  - Don’t reinvent the wheel
  - Research
- Vertical Markets
- Advertise!!!!!!!!!!!!!!!
- Use your existing network of friends and family
- Don’t allow more than 10% of your income to be controlled by any one account
Customer Service

- The beginning and ending of everything related to your business venture
- 95% rule
- How to deal with the 5%
- Don’t forget who pays the bills
- Send out a thank you note every year!
- Don’t be a stranger
Family Of Companies

- Troy Ventures, LLC
  - SecureNetMD, LLC
  - DelmarvaVOIP, LLC
  - DelmarvaRepair.com
  - ThinkIDCards.com
    - Launch 12.13.14
  - ThirdEyeStudio.com
  - Trademarkcompass.com
  - Coming soon!
Thank You!

- We are here to help you!
- We attribute our success to great employees and loyal customers like you!