



## Peirce College Shows Success of Expanded Communications

### Consultedge Communications Solution Enhances Communication for Students, Faculty and Administrators

(Whippany, NJ) – December 14, 2006 – Peirce College®, one of the nation’s oldest business colleges and a leader in online education, marks the one year anniversary of a technology-based communication system designed and deployed by Consultedge, Inc., a leading provider of integrated communications solutions. Implemented in December 2005, the communications solution supports enhanced customer service, program administration, and collaboration among the college’s students and professors regardless of location.

“Peirce College has pioneered the use of technology to serve their students through multiple delivery formats including on campus, online, and on site at company and community locations,” said Neal Stanton, President and CEO of Consultedge, Inc. “Our communications solution expanded their capabilities to include integrated conferencing, multi-media messaging, converged voice/data services, and convenient one-on-one access to professors regardless of location.”

The communications solution provided by Consultedge integrates Avaya’s S8500 server, Modular Messaging, IP Softphone, Enhanced Meet-Me Conferencing, Call Center and Call Accounting Software, and a CTI server. The solution enables voice and fax messaging with 24/7 access to messages via devices including telephones, fax machines and PC graphical user interfaces; facilitated placement and receipt of phone calls from desktop or laptop computers; audio conferencing that eliminates per-call charges while providing access for up to 300 participants in a single virtual conference; and optimized customer service, resource utilization and enterprise planning.

“Consultedge’s communication solution provides sophisticated technologies to support our commitment to provide our student customers with quality education and the highest levels of service,” said Christopher Duffy, Chief Information Officer of Peirce College. “In addition to enhancing communications and access between our students and professors, the interactive system assists us in meeting our goal of continuously improving customer service and operational efficiency.”

---

#### **ABOUT PEIRCE COLLEGE** ([www.peirce.edu](http://www.peirce.edu))

Established in 1865, Peirce College offers bachelor’s and associate degree programs in Business Administration, Paralegal Studies and Information Technology. Course study is offered in three distinct, flexible formats—on campus in Center City Philadelphia, PA, on site at company and community locations, and online through Peirce Online. Peirce College is accredited by the Middle States Association Commission on Higher Education, 3624 Market Street, Philadelphia, PA 19101-2680 (phone: 215-662-5603). The Association of Collegiate Business Schools and Programs accredits the College’s business program; and the Paralegal Studies program is approved by the American Bar Association. For more information about Peirce College, call 888.GO.PEIRCE, or visit [www.peirce.edu](http://www.peirce.edu).

#### **ABOUT CONSULTEDGE, INC.** ([www.consultedge.com](http://www.consultedge.com))

Consultedge, Inc. leverages best-in-class technologies in converged voice/data communications to create communications systems that provide business value. Specializing in IP telephony, contact center/CRM and messaging, Consultedge provides consulting, planning, design, deployment and maintenance services. Consultedge is an Avaya Platinum Business Provider, an Extreme Networks’ Solution Provider, and a Juniper Networks’ J-Partner. Headquartered in Whippany, NJ, Consultedge has regional offices throughout the US.