



Voice, data and Web ... integrated!

Net Concepts by Calix LLC, a one-stop resource for voice and data services, offers clients tailored, integrated communication solutions that can ultimately increase office productivity and avoid costly downtimes.

"We can design your Web site, computer network and telephone system, integrate it together and provide the ongoing maintenance," says Net Concepts owner Daniel Calix. It's a service package that gives companies the freedom to focus on the work at hand rather than battle frustrating computer issues, adds Daniel's son, Hunter, who helps manage the business.

A Baton Rouge native and former East Baton Rouge Parish School System employee, Daniel says he's been able to grow the company based on increasing demand for networked communication systems. After more than a decade, Net Concepts by

Calix has garnered business from some 40 clients along the 10/12 corridor.

"We try to find solutions that meet our clients' unique needs," says Daniel. "We can build your entire communications system infrastructure, whether you need one local location or multiple locations, such as a wide area network (WAN)."

Recently, the company designed and integrated a network infrastructure for the Society of Louisiana Certified Public Accountants. And for Baton Rouge Vascular Specialty Associates, Net Concepts set up a complete phone and computer data system.

After designing and networking a client's communication system, Net Concepts provides remote, real-time maintenance support. In essence, a

client can submit a repair ticket via an online help desk and track the progress of their problem in real time.

"If our clients have a problem, we're there," stresses Daniel. "Today, a client had an email problem, and we were able to fix it remotely within three minutes of her submitting a ticket." If the issue can't be resolved online, the staff is on call to go to a client's office and address the problem.

But Net Concepts goes beyond reactive maintenance. The staff focuses on proactively protecting clients' communication systems and providing monthly, preventative maintenance.

"Our Intrusion Detection Systems keep computers virtually free of viruses, and we are able to filter or even block Web sites at a client's request," says Hunter.

After hurricanes Katrina and Gustav, the importance of Net Concepts' security offerings moved

beyond virus prevention. As an integral part of the post-Katrina disaster recovery effort, Net Concepts helped companies set up temporary communication offices and managed to stay online during both major hurricanes thanks to a sophisticated back-up system.

"We provide extremely secure back-up services on location and out-of-state so clients don't lose important data or productivity during a disaster," notes Daniel.

Every member of the Net Concepts staff attends national training and continuing education classes to stay abreast of new technology and find better solutions for the company's diverse clients. The techno-savvy team can even provide individual or group training for a variety of software, systems, or computer products.

For the future, Net Concepts is focusing on expanding its staff and continuing to keep abreast of new technology and networking solutions.

"Our advanced voice and data services can ease your office communications. Whatever you need, we can do," says Hunter. •

AT A GLANCE

Primary product/service.....	Voice and data services, Web design and hosting
Top local executive.....	Daniel Calix
No. of local employees	6
Year founded.....	1998
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