

# UNIFIED COMMUNICATION AS A SERVICE (UCaaS)



For many SMBs, a basic hosted phone system gives them every communications function they need. However, for enterprises, large businesses, multi-site companies, or any organization with many work-from-home employees, away-from-desk employees, or road warriors, a true Unified Communications (UC) system is needed to meet their demands.

UC brings voice communications, chat, presence, mobility, collaboration, desktop sharing, faxing, voicemail and business SMS into a single platform and integrated suite of applications. Our geo-redundant and active-active architecture provides you with the +99.99% uptime you demand.

## FEATURES AND BENEFITS

### MULTI-LOCATION OPTIMIZED

With UCaaS, you can deploy a feature-rich, consistent, globally accessible unified communications service throughout your enterprise, connecting employees and customers seamlessly.

### MULTIPLE END-POINT OPTIONS

The system can be configured to use existing SIP phones, mobile devices, softphones or even landlines. Many endpoints can be automatically provisioned, making set-up quick and easy.

### MULTI-RING FOR TEAMS OR DEVICES

Calls can be delivered to multiple devices, ringing all of them at once or in sequence. Users can be organized into groups so that an inbound call can ring every person in the group.

### OPERATOR CONSOLE/PRESENCE BUILT-IN

Calls can be routed from the console to any user. The operator can tell if that person is on the phone, available, in Do Not Disturb mode or in a custom presence state before routing the call. Calls can also be parked and retrieved from any extension on the system.

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## FULL MOBILE DEVICE SUPPORT

With dedicated Apple and Android mobile apps, you and your employees have full mobility. This is not just forwarding a call to a mobile device, but an application that turns the device into a fully functioning extension of the system. Make or receive calls, faxes and SMS messages, set-up conference calls, or turn on/off call recording. Every feature of the UC system is available from the mobile application.

## ENHANCED CALL RECORDING & VOICEMAIL

Call recordings and voicemails are stored in the cloud. They are easy to access and you never run out of storage. Voicemail recordings can be sent via email or can be transcribed and sent to you as a text.

## CONFERENCING, WEB CONFERENCING & COLLABORATION

Conferencing and screen sharing are both integrated into the system. Screen sharing can be started in a broadcast-only mode for product demonstrations or in a fully interactive mode for a collaborative work session.

## REGULATORY COMPLIANCE

In our litigious world, regulatory compliance is an important component in protecting yourself as a small business owner. Our system features a 911 Emergency Calling Solution to protect you and your employees. It is CALEA (lawful intercept) compliant in the event law enforcement needs access to the system. The system is also HIPAA Compliant so it can be used in any medical office or any location where patient data must be protected.

## DEVICE MANAGEMENT & PROVISIONING

Adding new endpoints to a system can often be a major hassle. Our system supports most major SIP phones and for many of them, we have an automated provisioning system in place. If you order your phone from us, in many cases, all you need to do is plug the phone into your LAN, it will automatically login to our provisioning service, and in just moments, it will be ready to use.

**For Additional Information Please Contact**

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