The Importance of Unified Communications

Competitively Position Your Organization for Efficient Scalable Growth

Remote work environments are no longer the exception, complete teams work together from different offices, even in different parts of the world. Unified Communications brings them together to work and communicate effectively. Unified Communications as-a-service (UCaaS) is a requirement for many, growing 40% year-over-year. With access to 13 of the 14 Gartner Magic Quadrant providers, and many more leading innovative UC provider solutions, we can deliver a solution design that is safe, secure, reliable and infinitely scalable.

UNIFIED COMMUNICATIONS

- MOBILITY
- AUDIO/ VIDEO CONFE- RENCING
- CALL RECORDING
- HOSTED FAX
- DESKTOP SHARING
- INSTANT MESSAGING
- PRESENCE
- UNIFIED MESSAGING
- MS TEAMS INTEGRATION

WHY IT'S IMPORTANT TO FIND THE RIGHT CLOUD-BASED UC PLATFORM

According to Gartner:

74% of organizations will move at least 5% of their full-time, on-site workers into permanent remote positions by 2022.

50%+ of large organizations will connect to cloud providers using direct cloud connectivity from their wide-are-networks by 2022.

74% of new UC licenses purchased by organizations will be cloud-based by 2025, "as a Service" provides added flexibility.

Today's business world is connected and constantly communicating. By leveraging a unified communications system, you can turn your separate devices into one solution, ready and able to handle both internal and external collaboration at a moment's notice. Let us help you identify your requirements and design a solution at a competitive price.

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Help your customers work towards a single solution that integrates and connects mobile devices, computers and their full staff — with the goal of streamlining everything into one single phone number that works across all devices. We offer complete sales, engineering and solution design support for our Partners.

Some of the benefits your customers can realize with UCaaS:

Disaster Recovery Prepared
When the unthinkable happens, you customers are solid. Minimized downtime. Minimized damage. Disaster recovery capability is possibly the strongest reason your customers should adopt UCaaS. As a cloud based service, it also eliminates the need for costly redundancy systems.

Rapid Service Deployment
On-premise solutions can take months or even years to roll out company wide. Upgrades can take just as long. With UCaaS, new features or service software updates can be pushed immediately once available and approved.

Increase Employee Mobility
Cloud-based systems provide access from anywhere and at anytime (home, client, or elsewhere) — solving what is often referred to as the BYOD (Bring Your Own Device) challenge. UCaaS offers connectivity to any supported device including smartphones, laptops and tablets.

Improve Team Collaboration
Give teams better ways to connect and interact, including through audio/video conferencing, accessible from any device. Employees can even share data or their desktop view from wherever they may be in the world.

Enhance (CRM) Customer Relationship Management and API Support
Seamless integration with CRMs improves Contact Center capabilities, interactive voice response, call routing and other outstanding category redefining features that elevate customer relationship building, and maintenance.

Simplify and Centralize Management
Premise-based applications are hard to scale and administer. New users. Applying patches. Updating features. With a hosted solution, tasks can be centralized via a portal, allowing tasks to be scheduled, batched and applied all at once.

Eliminate Upfront Expense
UCaaS shifts the cost of designing increasingly complex solutions to an experienced service provider. Leased phones and equipment allow your customers to adopt new technologies faster, shed outdated versions quicker, and deploy across many locations without complication.

Omnichannel Customer Experience (CX)
Communicate with end-customers the way they want to, continue the conversation if they change platforms and if there's a pause between interactions. Sales/ customer support may also access additional context from past interactions — what was bought, complaints, marketing insights, etc.

Reduce Operating Costs
When everything is hosted on a shared data center, customers share the cost (often with greater capability and security). This delivers PBX services more efficiently than on-premise — there's no need to find rack space, pay energy bills, conduct maintenance, configure or manage connections.

Scalable Provisioning
Help your customers gain the ultimate in flexibility. Organizations can grow, contract, add features or reallocate resources as projects come and go. Pay for what's needed, and nothing else.

Enhance Security
As a cloud-based service, our community of providers maintain the highest standards for monitoring networks for known threats, behaviors and potential vulnerabilities — there's no need to worry when it's all built in.

Pay-as-You-Go
Predictable flat-fee pricing removes surprises. Your customers pay for what's used on one consolidated bill to effectively future proof their finances. It's the best of both worlds, leading up-to-the minute solutions without crippling investment.

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