

Hosted Services

Cloud communications for
a new world of business

Powerful tools to transform the way you do business

LOWER IT AND ADMINISTRATIVE COSTS

Dramatically reduce the time and resources required to manage and maintain your phone system and communications services with centralized management via the **Hosted Services** portal.

Enjoy free and automatic lifetime upgrades and maintenance

Mix and match seat types and add users and features based on business demands

Enhance productivity and save time when employees self-manage features

LET BUSINESS TAKE PLACE EVERYWHERE

Increase productivity by enabling your employees to work and collaborate seamlessly from anywhere using deskphones, smartphones and laptops.

Get business calls, faxes and emails on any device

Meet face-to-face and collaborate on any project in real time via video conference

Access and manage everything you need securely online from anywhere

One Unified Communications (UC) solution for all your needs

Cloud-based phone system with hundreds of features and unlimited calling

Native contact center application

Company-wide chat and mobile apps

Video and audio conferencing, web collaboration tools

Integrates with existing off-the-shelf and custom developed business applications

Visual voicemail and speech-to-text

Online faxing tools for any device

Presence and availability

UNIFY ALL EMPLOYEES AND SITES

Use one system for your entire organization without expensive wiring or IT support. Experience seamless collaboration and communicate across locations, while reducing IT complexity.

Administer changes easily for every employee and site from one online portal

Leverage features and extension dialing across all locations

Move between offices, share workspaces and use any phone as your own

AVOID DISASTERS AND ENSURE BUSINESS CONTINUITY

Secure everything you need in the cloud and remain reachable to customers during disasters even if your physical office isn't open.

Quickly and easily manage any feature or setting remotely

Use any device to make calls, check voicemail, fax, chat or video conference

Meet face-to-face and collaborate with clients in real time from anywhere

Business communications unlike any other

Gartner®

2020/2019 Gartner Magic Quadrant for Unified Communications as a Service, Worldwide

With **Hosted Services**, we continue to show our commitment to innovation and enterprise capabilities. For the second consecutive year, Gartner has included **us** in the Magic Quadrant for Unified Communications as a Service, Worldwide report.

The easiest system to use and manage

If you are relying on the features of a new system for increased productivity and flexibility and they aren't easy to use, then there's no value in a new system. Because we develop our own software, **Hosted Services** is designed to be user-centric, not device-centric. Our advanced system is so easy to use, that every employee can access and manage the features and services of the system independently, reducing IT help desk dependency and drastically enhancing productivity and efficiency organization-wide.



APPROXIMATELY
380,000

USERS ON OUR PLATFORM

Access anywhere, any device

Transform how you do business by giving your employees the freedom to work from anywhere. Since our system revolves around users, not devices, user data can be shared amongst all of your devices. Whether on-site with a customer, traveling or working remotely, the features and services are available from anywhere. Ensure business continuity and avoid costly downtime during disasters.

The most secure communications system

Unlike other providers, we own the code and utilize unique technology instead of SIP or open source to help you meet SOC 2 Type 2 and HIPAA compliance requirements. **Hosted Services** delivers a proprietary design to encrypt meetings and messages and secure everything in the cloud—no data or information is stored on the phone where it can be vulnerable to theft. We enlist our own development team who is dedicated to rapid advancements based on our customer's needs and requirements.

Features to make your employees even more productive

Because we develop our own software, features are added often and updated frequently—at no additional cost.

Account Codes	Join/Merge Calls	Zero Out of Voicemail – Personal Target
Auto Attendants (unlimited)	Local Phone Numbers (DIDs)	OPTIONAL EQUIPMENT AND SERVICES
Auto Attendants – Nested	Mobile Apps	Additional Phone Numbers Nationwide
Auto-Generated Key Labels	Monitor Groups	Analog Extensions with Voicemail
Broadcast Groups	Multiple Business Hour Profiles	Bluetooth Options (select phones)
Business Quality Voice Lines	Multiple CLIDs	Conference Phones
Call Coverage	Multiple Line Appearances	Cordless Phones
Call Coverage – Incoming Call Routing	Music on Hold	Enhanced Dial Tone
Call Detail Records	Mute	Entry/Door Control Systems
Call Display	Hosted Services Desktop and Mobile Apps	Gigabit Ethernet Phones
Call Forward	Online Management	Mobile Twinning
Call Groups	Online Self-help Documentation	Contact Center Services
Call History Reporting	Phone Directory – Employee	HD Meeting [®]
Call Hold	Phone Directory – External via Portal	Connector for Google [®]
Call Hunting (circular and linear)	Key Profiles (by user type)	Wireless DECT Headsets (select phones)
Call Park/Retrieve	Page	Visual Voicemail and Speech-to-Text
Call Permissions Profiles (by user)	Power Over Ethernet Phones (IEEE 802.3af)	Connector for Microsoft Teams
Call Transfer	Presence and Availability	Connector for Salesforce [®]
Call Waiting Tone	Private CLIDs	Connector for Web-based CRMs
Caller ID with Name	Programmable Keys	Video Phones
Caller's List (inbound and outbound)	Redial	Softphones: Mac, Mobile and PC
Click-to-Call	Redirect – Emergency Forwarding	Online Faxing (Inbound/Outbound)
Click-to-Call Extension	Ring Tones	Overhead Paging Interface
Company-wide Chat	Selective Call Routing	SMS/MMS Messaging
Context Soft Keys	Self-labeling Keys	
Do Not Disturb	Site Page (via speakerphone)	
Emergency Forwarding	Speakerphone	
E911 Compliant	Speed Dial, One-Touch	
Extension Dialing (3, 4 or 5 digits)	Station Busy Lamp Indicator – Silent	
Fixed Function Keys	Ten-way Calling	
Geographic Redundancy*	Transfer Direct to Voicemail	
Hands-Free Speakerphone	Unlimited Calling Nationwide	
Headset Capable	Visual Voicemail	
Hot Desking/Multi Desking	Voicemail	
Hunting	Voicemail Auto-Forward All to Email ID	
Incoming Call Routing	Voicemail Forward to Co-Worker Ext.	
Integrated Ethernet Switch	Voicemail Message Waiting Indicator (MWI)	
Intercom	Voicemail Notification via Email or SMS	
Join/Leave Call Groups	Voicemail Return Call During VM Retrieval	

Collaborate easily to enhance productivity and save on travel costs

HD Meeting®

Meet, chat, collaborate and share to get work done from anywhere

Host unlimited high-definition video meetings for up to 1,000 people with just one click

Eliminate travel costs and delays and meet face-to-face hassle-free

Present and collaborate on anything in real time

Share any application or your entire desktop

Compatible with existing conference room systems like Polycom, Cisco, Tandberg and LifeSize

Record any audio or video meeting

Allow all of your office and staff to act as one team

Integrate seamlessly with Outlook and Google

Utilize high definition video and audio conferencing apps for Windows, iOS and Android

Share your ideas and work from any device

Streamline and improve tasks with these powerful integrations

Standards-based API allows you to connect third-party applications to Hosted Services.



Salesforce

Integrate powerful UC features within Salesforce to enhance productivity, improve customer service, save time and increase management visibility.



Microsoft Teams

Enhance collaboration with integrated UC calls and HD video, audio and web conferencing.



G Suite

Click-to-call from any webpage or web app and bring UC to your Google apps.



Microsoft Office 365

Make your contacts, email and calendar part of your UC solution.



Microsoft Dynamics

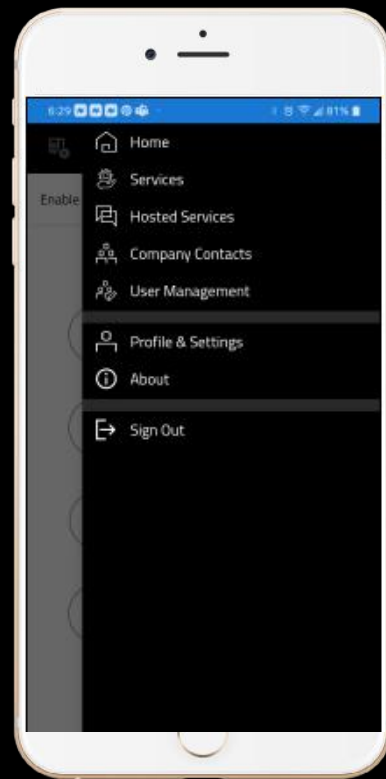
Streamline everyday functions and gain access to new UC features.

Web-based CRMs

Maximize productivity by integrating calling with Hubspot, 1CRM, Apptivo, Clio Desk, Freshdesk, JobDiva, Nutshell and Insightly.



Hosted Services portal: The heart of your unified communications system



Administrators and employees can easily make changes to the system and their individual account from a single interface that anyone can intuitively use.

Utilize the Hosted Services portal to:

Launch video meetings, send faxes and listen to business voicemail

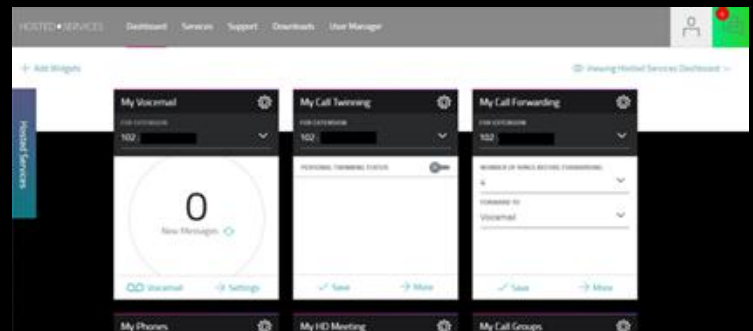
Chat live in real time with anyone in your organization

Text with anyone outside of the organization without using your personal mobile number

View the availability of every coworker and click-to-call them

Customize dashboards so employees can self-manage features

Make changes to User settings call forwarding, call groups, add users and Sign- in to Contact Center as an Agent



Control it all from the cloud, not your desk phone

Make real-time changes from anywhere without ever touching a desk phone, stepping foot in an office or calling your technical team or customer service.

Use any device, anywhere, anytime

Meet face-to-face with customers, chat live with colleagues, take calls, send faxes and make changes from any PC, laptop, tablet or smartphone.

Manage everything from one place

Log in to easily make company-wide changes, add employees, update auto attendants, forward phones or get help instantly.

Unlock employee potential with customizable access

Give employees secure access to only the tools they need to get their work done. Create profiles to quickly add employees with the same permissions.

Move beyond help desk support

Redeploy IT resources when employees can easily use and manage all of the features of the system from an intuitive dashboard.

Collaborate instantly with your team

Instantly see who is on-line and available to help get work done. Click-to-call, meet or chat in real time across all your locations.

Why Hosted Services?

Comprehensive services

Hosted Services provides a complete portfolio of cloud-based voice, collaboration and contact center solutions.

Quality and control

We is unique in that we provide both unified communications and network services which means we can not only measure quality we can guarantee it with our advanced suite of SD-WAN and network services.

User experience

Our award-winning customer portal and applications make it easy for administrators and end users to manage communications.

Security and compliance

No information or data is stored on vulnerable local servers. Our databases are stored on secure servers in our cloud infrastructure—all protected by industry-standard firewalls, in a hosted carrier-grade data centers with strong security controls and compliance audits to make sure your data is protected.



2020/2019 Gartner Magic Quadrant for Unified Communications as a Service, Worldwide

100% cloud UC service

Developed by a leading cloud provider and UC pioneer

Delivers 99.99% SLA

Approximately 380,000 users on our platform

Optimal security, including SOC 2 Type 2 and HIPAA certifications

Best-in-class Hosted Services portal

Ease of use

Proven success

We own the code

Choice for businesses with up to 20,000 users

