



UNIFIED COMMUNICATIONS

Empowering Collaboration

Through More Efficient Communication

Smart phones, office phones, tablets, laptops, desktops, email, instant messaging, presence, voice, video... business communication has never been easier, or more complex. Unified Communications and collaboration consolidates these devices and media into a consistent and cohesive whole.

Unified Communications increases employee efficiency and accelerates business by making it easier to find data and people faster, make better decisions, reply to customers more quickly, and seize opportunities before the competition leaves its first unanswered message.

SageNet cloud based Unified Communications and Collaboration (UC) service goes beyond VoIP, to include unified messaging, presence, chat, voice/video conferencing and much more. Powered by Genband NUViA, our UC services offer a scalable, pay-as-you-grow solution that takes the trial-and-error out of truly unified and integrated enterprise-wide communications.

This UC model greatly reduces capital investment cost for businesses and provides a simple ROI model which eliminates the high cost of entry typically associated with UC deployment.

FASTER ROI, GREATER PEACE OF MIND

Our cloud-based UC services expedite the deployment of Unified Communications to the farthest reaches of the enterprise with best-in-class multimedia capabilities, and carrier-grade reliability, security and interoperability. And, unlike traditional telecom integrators, SageNet Managed Network Services delivers a turnkey end-to-end solution that offers the primary network, failover capabilities (such as 3G/4G LTE), network assessments, professional services and ongoing maintenance and support.

An integral component of the SageNet UC solution is a strategic plan for the seamless migration from legacy voice systems to advanced VoIP with SIP Trunking.



Features:

- Single phone number for instant collaboration
- HD Voice & Video
- Mobile End-point Integration, including Smartphones and Tablets
- Cloud based solution
- Reduce cost by eliminating dedicated VoIP PRIs or multiple POTS lines
- No purchase required for VoIP infrastructure



Basic Packages	Features
Voice Plus	Telephone service utilizing widely available SIP phones with standard features (caller ID, etc.), plus: Ad hoc conferencing, call forward, call transfer, call rejection, advanced call routing, call park, call pickup, hunt groups, music on hold, intercom, voicemail (including access to voicemail messages on your personal voicemail web portal, or receive messages directly into your email inbox) and call grabber (allows users to seamlessly move calls between VoIP phone and Cell phone)
Mobility Suite	Includes all Voice Plus features plus desktop (windows and Mac OS) and mobile (iOS and Android) Clients providing soft phone, ability to seamlessly move calls between various devices, presence, IM, Microsoft Lync client, video, file transfer, whiteboard functionality and screen sharing capabilities
Add-ons/Options	
Meet Me Audio Conferencing	Provides for reservation-less or always-on conferencing whereby a subscriber acts as a moderator of the conference and provides conference participants a dial-in number (bridge) and unique GUEST passcode assigned by the moderator.
Voicemail Transcripts	Transcriptions of received voicemail mailed directly to your inbox
Auto Attendant	The Auto Attendant (Virtual Receptionist) is an interactive voice response system designed to offload a live attendant, providing an unattended, intelligent answering service and call routing function allowing callers to route themselves to a destination through Touch Tone input in response to voice prompts.
eFax	Allows users to fax documents using a computer or mobile device, and receive faxes directly to their email inbox or their personal eFax web portal. It provides the flexibility of sending/receiving a fax from anywhere the user has Internet access.

SAGNET UNIFIED COMMUNICATIONS IMPLEMENTATION METHODOLOGY



Unified Communications is an organization-wide solution. Its successful implementation requires a coordinated and process-driven approach. SageNet's five-step UC Implementation Methodology minimizes disruption and accelerates ROI.

- **Discovery** – Business objectives, workforce profiles (number of users, average call volume, call patterns), needs analysis (features and functions).
- **Technical Assessment** – Existing environment, legacy system integration, current and future

network infrastructure, network traffic/bandwidth utilization.

- **Strategy** – Gap analysis, network design, pilot testing, detailed step-by-step, site-by-site roll-out plan.
- **Deployment** – Pre-configuration, equipment inventory, cabling and physical connectivity, installation of phones, power-up verification, document equipment/ports/locations.
- **Training and Optimization** – Documentation and training to expedite adoption and accelerate ROI.



To learn more about SageNet Unified Communications, visit www.sagenet.com or call 1-866-480-2263.

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