

Unified Communications Service

Top Features:

Customer Satisfaction

Create more interactive and collaborative relationships

with customers, which can lead to:

- Faster problem resolution
- Greater customer loyalty
- Better customer information
- More efficient contact centers

Productivity

Increased employee and team productivity, simplified business processes, and improved workflow, all of which can:

- Enhance revenue opportunities
- Boost competitive advantage
- Streamline product development and time to market
- Shorten sales cycles

Cost Control

As the work environment evolves, you can improve collaboration while reducing the total cost of IT. Reduce costs by simplifying technology and giving employees more flexibility in how they collaborate.

Employee Engagement

Collaboration is fundamental to employee engagement. Employees need trusted connections with executives, managers, and peers, as well as access to resources to do their jobs, collaborate with others, and develop their skills.

Innovation and Growth

Cost and efficiency improvements can achieve only so much. Eventually, you need to identify new sources of revenue and market share. Improve collaboration to accelerate the development of ideas to support innovation, new products, process improvements, and growth.



Introduction

In this post-PC era when users want “bring-your-own-device” (BYOD) environments at the workplace, today’s organizations are challenged in unprecedented ways. These changes in work styles and the ever-increasing need for collaboration require organizations to have an integrated productivity solution that enables users to communicate from anywhere, using any device, on any network cost-effectively, reliably, and securely.

By moving to Proxios’ Unified Communications Service, you will no longer need to employ specialized staff to design, buy, implement, manage, maintain or upgrade your solution ever again! You benefit from a Unified Communications and Collaboration solution that is based on the industry leader Cisco’s open and interoperable Business Edition Series platform, providing the highest level of flexibility to match the exact services needed and to protect existing technology investments. Simply put, Proxios’ Voice over Internet Protocol (VoIP) service is handled by our enterprise servers remotely, so the phone system becomes completely scalable, and you pay only for the services needed on a monthly, per user basis.

How it Works

Proxios’ Unified Communications Service enables you to provide your users with the most advanced voice, video, and messaging collaboration services available today, enabling session and call control for video, voice, messaging, mobility, instant messaging (IM), and presence, on any device.

- Dedicated Service Delivery Team
- 24x7x365 U.S. Service Desk
- Predictable Monthly Cost
- No Capital Outlay
- Proven Value
- Low TCO High ROI
- Audited
- Unlimited Scalability
- Rock Solid Software and Team

For more information on how Proxios can provide a Unified Communications solution for you:

Call 888.342.1204

Unified Communications Service

At the heart of our system is the industry leading Cisco Unified Communications Manager (CUCM) which enables network-based call recording for any device, including Jabber® clients; permits remote devices to connect from anywhere; provides integrated administration, serviceability, and user options and preferences for instant messaging and presence (IM&P); and supports standards-based Single Sign-On (SSO).

The Proxios UCaaS system includes Cisco Jabber as a standard feature! Give your teams the freedom to be productive from anywhere, on any device. Cisco Jabber lets you access presence, instant messaging (IM), voice, video, voice messaging, desktop sharing, and conferencing. Now you can find the right people, see if and how they are available, and collaborate using your preferred method.

What You Get with Proxios' Unified Communications Service:

When you subscribe to our service, you get all of the following:

Call Processing:

- 24x7 US Support
- Three-tier Technical Support
- Proactive Call Quality Monitoring and Alert Notification
- Ticket Review and Analysis
- Daily/Monthly Call Capacity and CDR Analysis
- Geographic PSTN Redundancy
- OS Patch Maintenance and Daily Backups
- License Management and Reporting

Voice Mail:

- Auto Attendant Call Processing Design Services

Instant Messaging and Presence:

- IM and Presence Configuration

Workflow Management, Agent/Help Desk Call Routing:

- Inbound Call Processing Scripts
- Agent Queue Configurations (skills/resource based)
- Workflow Management Services

Enhanced 911:

- E911 Zone Configuration and Programming
- E911 Database Address Management

Video Call Processing:

- Video Dial-Plan Design
- CUCM Endpoint Integration

Attendant Console:

- Console Operator Software Configuration

Network Engineering:

- QoS Assessment and Remediation
- Liaison with Carrier for QoS Modifications
- WAN Bandwidth Management to Ensure a High Quality Experience

Options:

- Unified Contact Center for Call Centers
- Database Dips and Screen Pops
- Third-Party Communications Options
- Call Recording
- Remote Site Redundancy Design, Configuration, and Testing

Proxios Cloud Advantage

Proxios is headquartered in Richmond, Virginia and is in the business of IT as a Service (ITaaS). As a pioneer in the field beginning the cloud journey in 1999, we have proven knowledge and experience in moving customer infrastructures to the cloud, freeing customers to do what they do best: driving real business value from the applications that help run a business. We provide a wide range of cloud services to our customers throughout the United States and Canada including telephony and collaboration, business virtual desktops, and application hosting.

www.proxios.com

Comprehensive
Infrastructure

Endpoint
Management

Network
Management

Unified
Communications

Virtual
Desktop