



# UNIFIED COMMUNICATIONS

Empowering Collaboration  
Through Communication

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

SageNet's Unified Communications as a Service (UCaaS) goes beyond simple VoIP, to include unified messaging, presence, chat, voice & video conferencing and much, much more; from anywhere, and any device. Powered by GoToConnect's native, true multi-tenant cloud communication platform, our UCaaS services offer a secure, highly-scalable solution that takes the trial-and-error out of integrated enterprise-wide communications.

## FASTER ROI, GREATER PEACE OF MIND .....

Our Unified Communications solution greatly reduces the complexity in business voice and provides a simple ROI model which eliminates the hidden fees and cost creep inherent in the competition's tiered offerings. SageNet offers 80 enterprise voice features with every seat, a GoToMeeting account (up to 150 attendees) and Enterprise Chat, all from any desktop, iOS and Android mobile device. You also get e-Fax, E911 and the "Find-Me-Follow-Me" individual ring plan with every line - all for one low monthly price-point, and as part of the baseline plan. Video Calling/Conferencing and Contact Center can be added for an additional fee. This 100% cloud solution will also save up to 35% on telecom taxes and fees.

## CREATE A TRUSTED CONNECTION .....

Our cloud-based UCaaS services expedite the value to the furthest reaches of your enterprise with best-in-class uptime, capabilities and ease of use. SageNet's Managed Network Services delivers a turnkey end-to-end solution that offers the entire network, including advanced redundancy strategies like SD-WAN. Not to mention a full catalog of other professional and technical connectivity services, all with our legendary customer support. An integral component of the SageNet UC solution is a strategic plan for the seamless migration from legacy voice systems to advanced, secure cloud VoIP.



### Features:

- Single phone number for instant Enterprise Collaboration
- Every line includes:
  - 80 voice features
  - GoToMeeting
  - Chat
  - Full mobile access
  - E911
  - e-FAX
  - Personal ring planner
- Optional HD Video
- Optional Call Center
- A true, native multi-tenant cloud UCaaS solution
- 99.995% uptime



Offerings	Features
<b>SageNet's UCaaS Deluxe</b>	Auto-Attendants, Barge, Call Analytics, Call Logs, Call Monitoring, Recording, Conference Bridge, Conferencing (3-way), Corporate Directory on Phone, Custom Greetings, Custom Hold Music, Custom Messages, Custom Schedules, Dial by Extension, Dial by Name, Dial Plan Editor, Dial-by-Name Directory, Direct Inward Dialing, Direct Outward Dialing, Extension Dialing, Fax to Email, Hot Desking, Inbound Call Filters, Individual Call Logs, Intercom, Last Call Redial, LDAP Integration, Line Failover, Local & LD Dial-Tone, Local Directory on Phone, Message Waiting Indicator, Presence Monitoring, Ring Groups, Shared Line Appearance, Speed Dial, Unlimited Auto Attendants, Unlimited Extensions, Virtual Fax, Voicemail, SD Video Calling, SD Video Meeting, Voicemail to Email, Web-Based, Admin Portal, Web-Based User Portal, Whisper + MUCH MORE!
<b>Add-ons</b>	
<b>Advanced Video Conferencing</b>	Click to Connect, HD Content Sharing, Browser-based Admin Portal, Conference Controls, GroupText Chat, HTTPS Supported, SIP Security, Host and Participant Virtual Conference Rooms, Room System Interoperability, Active Speaker Identification, H.323 Compatible, Full-Screen Display, Video and Audio Mute, Record Meetings, Mobile App (iOS/Android)
<b>Call Center</b>	Increase agent productivity and enhance your caller's experience with GoToConnect technology. GoToConnect delivers a broad set of inexpensive call center features and valuable real-time reports to enable better management of call queues and incoming calls.

## SAGENET UNIFIED COMMUNICATIONS IMPLEMENTATION METHODOLOGY



A successful UCaaS implementation requires a process-driven approach. SageNet's 6-phase methodology minimizes disruption and speeds-up value-add and 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.
- **Support and Monitoring** – With a 99.995% uptime you may never need it, but SageNet's outstanding support is available to address anything you might encounter.



To learn more about SageNet Unified Communications, visit [www.sagenet.com](http://www.sagenet.com) or call 1-866-480-2263.

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