

# Improve Employee Productivity

Beyond reducing your Total Cost of Ownership and enhancing your employee efficiency, we want you to be absolutely confident in our service and availability. Our world-class service, means we have your communications covered, so you can focus on growing your business.

## Masergy Offers

- **Cloud Contact Center:** Omni-channel customer interactions with real-time predictive analytics and workforce optimization.
- **IP Telephony:** Business grade, feature rich, HD voice, cloud-based.
- **Unified Messaging:** One inbox for voice, email, and fax.
- **Instant Messaging & Presence:** Contextual communications with real-time status
- **Video:** Visual collaboration with exceptional clarity and reliability
- **Conferencing:** Pre-scheduled meetings or instant ad hoc collaboration
- **Mobility:** Seamless, consistent communication across disparate devices regardless of location
- **Call Recording:** Fully integrated and unlimited with secure web-based storage and playback
- **UCaaS Analyst:** On-demand call statistics and management with custom reporting
- **WebRTC:** real-time audio, video, and data streaming from any web browser
- **SIP Trunking:** Robust migration path as a hybrid solution with existing systems.
- **Easy System Integration:** Workflow Automation with over 150 SaaS applications

## Which Reduce Complexity



Seamless migration and painless implementation with PMI-based processes



Greater business continuity due to managed service model



Redundant and geographically dispersed data centers ensure availability



One service provider to deal with backed by 24X7X365 support

## For Low total Cost of Ownership



ZERO upfront or activation costs



Up to 75% savings in IT support costs



Shorter deployment cycles with predictable outcomes



Future-proof your investment; cloud service never obsolete



Pay only for what you use

# Easily Bundle Your Must-Have Features

## UC ENTERPRISE BUNDLE

### Step 1: Start with our advanced UCaaS Enterprise Bundle

- Cloud PBX
- Advanced Call Management
- Anywhere – Single Number Reach
- Call Reports
- Chrome Dialer
- Conference Bridge
- Direct Phone Number
- Emergency Service
- Flexible Seating – Hoteling
- Global Presence
- Single Sign-On
- Included Group Features
- Number Porting
- Unlimited Domestic Calling
- Video Calling
- Voicemail To Email with Transcription & Phone
- MWI Synchronization

## UC OVERLAY BUNDLE

### Step 2: Add optional UC overlay features

- Desktop Sharing
- Instant Messaging
- Masergy Communicator
- Mobile
- Screen and File sharing
- Skype for Business Integration
- Tablet

## DEVICES

### Step 3: Select any of these feature-rich handsets and conferencing devices

- Polycom® VVX® 201
- Polycom® VVX® 301
- Polycom® VVX® 311
- Polycom® VVX® 401
- Cisco Multiplatform 6800
- Cisco Multiplatform 8800
- Polycom® VVX® 411
- Polycom® VVX® 501
- Polycom® VVX® 601
- Polycom VVX-Series USB Camera
- Polycom® VVX® 1500
- Polycom® RealPresence Trio 8500 & 8800
- Polycom® SoundStation® IP 7000
- Polycom® SoundStation® IP 6000
- Polycom® SoundStation® IP 5000
- Panasonic KX TGP600
- Spectralink 8440

## ADD-ON FEATURES

### Step 4: Add any of these a la carte features

- Additional Conference Bridge Ports
- Call Center
- Call Center Agent with Client
- Call Center Supervisor
- Call Recording
- Cloud IVR
- Cloud Networking
- Fax Line
- Managed Security
- Receptionist Client
- Utility Line
- Virtual Fax
- Masergy MyRoom

## INCLUDED GROUP FEATURES

### Gain additional functionality with these included Group Features

- Account Code Services
- Authorization Codes
- Call Reports
- Call Transfer
- Call Park
- Conference Bridge with 6 Ports
- Day/Night Mode and Schedules
- Global Presences
- Group Paging
- Hunt Groups
- Instant Group Call
- Multi-tiered Auto Attendants
- Music on Hold
- Series Completion Service
- UCaaS Analyst
- Visual Automated Attendant
- Zero Activation Cost

## CLOUD CONTACT CENTER

### Deliver omni-channel engagement for customer satisfaction

- Intelligent Call Routing
- Centralized Global Queue
- Historical Agent Reports
- Inbound Calling
- Outbound Calling
- On-Line Directories
- Comprehensive Management Dashboard
- IM&P
- Built-In Disaster Recovery
- Easy System Integration
- Chat and Email Interaction
- Outgoing Calling Line ID

# Enjoy Successful Implementation with White Glove Service Delivery

Painless implementations start with proper planning. Masergy Project Management Institute-based activation processes and deployment planning focuses on reduction of implementation problems so there's no erosion of the financial and operational benefits of your new services. We listen to our customers and deliver desired business outcomes.

Masergy activation and deployment planning focuses on nine essential areas:

- Robust Architecture
- Standardized Configurations and Detailed Design
- Procurement
- Site Readiness
- Scheduling and Resource Management
- Site Turn-Up
- Site Testing
- Operational Handover
- Project Management

Masergy empowers each implementation team to select and customize features and services with the client's requirements in mind. Each deployment action item is accompanied by a robust workflow to minimize interruption to operations and activities.

## Benefit From 24/7 Live Support

- Dedicated implementation team
- 24/7 support with proactive monitoring
- Unlimited online training
- Lifetime warranty/support for all hardware
- Searchable support website for frequently asked questions and user training materials



# Experience Seamless UC Across Multiple Devices

Today's knowledge worker employs a multitude of tools to do his or her job. Popular business applications are all easily accessible but are isolated on our phones, making it hard to see the big picture when communicating.

Masergy Communicator HUB provides end-users with a Unified Communications experience across all mainstream device platforms. Powered by our UCaaS technology, HUB pulls conversations from business cloud applications and puts what's most relevant to the exchange together in one place.



**Masergy MyRoom and Audio Conferencing**

**Instant Messaging and Presence**

**Micro-app View**

**Real-Time Communications**

**Contextual Intelligence**

**Filter information based on content type**

**Dynamically displays relevant information for the person you're communicating with**

**Notifications**

**A single view to preview and access applications**

**Softphone**

**Perform Quick Actions without having to open every application**

**Clear notifications to only keep priority items**

# Quickly Connect Plug and Play Hardware

Masergy's Cloud Communications services empower your IT staff by providing full administrative control over easily portable, completely cloud-based phone systems.



Cisco 6800



Cisco 8800



Spectralink 8440



RealPresence Trio 8800



VVX 300/310



VVX 400/410



VVX 501



VVX 600



VVX Expansion Modules



Optional USB Camera  
for VVX 500 and VVX 600