

Streamline Your Operations with Cloud-Based Unified Communications



Unified Communications as a Service (UCaaS) is becoming the mainstream choice for most organizations. VocalPoint Consulting partners with the world's leading UCaaS providers, and can address concerns about security, redundancy, quality of experience, and more.

Today every organization, regardless of size or industry, has sophisticated communications tools at its core. These tools can often be expensive and complicated, requiring an upfront investment of capital and regular support staff. What if there was a way of achieving this same level of integration and collaboration but simpler, more flexible and more cost effective?

UCaaS can help make this goal a reality using seamless integrations with business processes at a lower price-point than traditional premises-based solutions.



WHY CHOOSE UCAAS?

- ✓ Efficient collaboration
- ✓ Enhanced mobile and remote user experience
- ✓ Flexible and scalable to meet your needs
- ✓ Immediate cost savings and optimized billing
- ✓ Fast implementation and easy upgrades
- ✓ IT staff can prioritize other business needs
- ✓ Improved customer contact experience
- ✓ Faster third-party integrations
- ✓ Business continuity and security
- ✓ Faster problem solving with expert tech support



WHY WORK WITH US?

- ✓ Is independent & can deliver multiple options
- ✓ Will learn your business structure and goals
- ✓ Will understand your IT infrastructure
- ✓ Will determine the optimal UCaaS solution
- ✓ Will research to source the optimal supplier
- ✓ Will implement and support the selected solution
- ✓ Post-implementation support, including customer service and escalations
- ✓ Be integrated as part of your organization's ecosystem



MOBILITY

UCaaS means that your employees can get the same unified communication experience regardless of whether they're in the office, working remotely, or logging in from a mobile device. Everyone gets the same interface, which boosts productivity.



SCALABILITY

UCaaS services are scalable to match the ebb and flow of the business. This flexibility provides your company the assurance its communication requirements are nimble. Add additional users in minutes, instead of days or weeks.



SURVIVABILITY

UCaaS provides business continuity because telecom traffic can be re-routed very quickly during a power outage, network outage or server failure. One missed call can equate to lost revenue, but UCaaS can reduce, and possibly eliminate, missed calls completely.



REDUCED EXPENSES

Because they run in the cloud, UCaaS solutions come with minimal capital expenditure. Customers frequently reduce operating costs because you don't have to invest in on-site infrastructure, pay increased energy bills or configure onsite phone system hardware.



SIMPLE ADMINISTRATION

UCaaS portals allow on-demand movement dictated by the client. Admin credentials authorize the ability to add, modify, and delete users. It also allows the upgrading or downgrading of subscription needs. Since this is real-time, the client does not have to call the provider for assistance.



INTER-OPERABILITY

UCaaS systems are all built on a software stack that can be integrated through APIs into your existing custom or packaged applications to improve end-user efficiency and your customer experience.

ABOUT US

VocalPoint Consulting designs and delivers IT & communications solutions and services that help organizations execute on their strategic goals.

Our focus? Every business is unique, so we start with listening to the needs of our clients, and then exceed those needs in every way.

Contact us today to learn more about what UCaaS services are right for your business.



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