

Unified Communications as a Service

DATA SHEET

With New Era Technology's CloudBlu Unified Communications as a Service, migrate to the cloud at your own pace while taking advantage of a full suite of applications that integrate seamlessly with the rest of your business.

As technology evolves and systems change, it can seem nearly impossible to keep up. Managing system updates and changes has become a cumbersome task as staff focus on other strategic organizational priorities such as customer experience and security.

Offset these challenges by getting the communication and collaboration capabilities your business needs with New Era's Unified Communications as a Service. New Era's UC certified team can handle the administrative tasks associated with maintaining a robust UC system. Your organization will experience the benefits of complete mobility, meetings, team collaboration, and customer contact capabilities on the devices your people use every day, from desktops to smartphones to tablets.



Switch to the Cloud

- Streamline your business
- Flexible cloud terms
- Consumption based licensing

Benefits of UCaaS

Operational vs Capital Expense

- No large upfront costs
- Ability to pay month-by-month
- Predictable pricing makes forecasting easier to migrate to the cloud

Flexibility: Shrink and grow based on seasonality or organizational requirements.

- Don't waste money on licenses that aren't being used
- Scale system as needed

Hybrid Resiliency and Reliability: Maximize uptime with flexible fail-over options.

- Cloud to Cloud
- Premise to Cloud
- Cloud to Premise

Investment Protection: Reuse analog, digital or third-party devices such as handsets or paging systems.

- Or leverage pure IP if that works best for you
- Gain a resilient and reliable system in a completely operational expense model

Automated System Management: Focus on your strategic business driving projects.

- Hands-on installs, supports and manages the system

Handles upgrade entitlements.

No support black holes.

One monthly cost.

- Proactive system management and monitoring

Benefits Continued

Centralized Management: One intuitive interface.

- The administrator views all users on a single site or across 150 locations
- Monitor potential issues that could affect system performance, including over-utilized trunk lines, voice ports, and bandwidth utilization

Security: Protect your business with built-in, always-on security.

- Seamless upgrades help maintain your system with the latest security patches to help prevent hacking

Built-in Applications:

- Web Collaboration: document sharing, white boarding, full participant controls, and a common user interface
- Audio Conference Bridge
- Team Messaging and Presence
- Mobility Client
- Geo-Tracking
- Soft Phones
- Recording

Enhanced client and devices support:

- Feature rich and consistent user experience across desktop (Windows and Mac) and mobile (Android and iOS) devices
- Optional integrated HD camera, wide-band audio, hands free speaker, cordless (Bluetooth) or wired handset and analog or Bluetooth connected headsets

Integration Capabilities:

- Google
- Office 365
- Skype for Business
- Salesforce.com
- Strong DevConnect community
- Simple integration with third-party platforms

Integrated Contact Center Experience: Seamless customer engagement experience.

- Start with simple recording, reporting, and call routing for your agents
- Grow engagement experience with customers

- Voice
- Chat
- Email
- SMS
- Fax
- Outbound Campaigns

Add-on Features

Immediate Real-time Notification of Emergency 911 Calls or Misuse

- Receive notifications to your desktop computer, extension, email, SMS, team rooms or mobile app
- Exact location of the phone from which the call was made may be configured for every station and delivered to email
- Activity is logged and documented for future verification and analysis

Secure Cloud-based Management of Your Communication Ecosystem

Remote host a variety of diagnostic management reports for your organization. Data is transmitted to a centralized host and processed on a secured server for immediate access anywhere, anytime.

- Full control of data collection, processing and real-time access to reports.
- 24/7 emergency pager support for critical issues.

High Level Telephony / UC Features

| | Telephony User Basic | Telephony Lite User Essential | UC User Power |
|---|----------------------|-------------------------------|---------------|
| Broad Endpoint Selection (IP, Digital, Analog, IP 3rd party, DECT/Wireless) | ✓ | ✓ | ✓ |
| Digital Endpoint | ✓ | ✓ | ✓ |
| Analog Endpoint | ✓ | ✓ | ✓ |
| Basic Telephony Features (make, receive, hold, transfer, voicemail, park/page) | ✓ | ✓ | ✓ |
| Secure Remote Worker | ✓ | ✓ | ✓ |
| Call Recording | ✓ | ✓ | ✓ |
| Ad-hoc Meet-Me conferencing | ✓ | ✓ | ✓ |
| Soft client; Standalone Equinox | | ✓ | ✓ |
| Advanced Telephony Features (UMS, video calling, Instant Messaging and Presence, Shared Control, Simultaneous mode) | | | ✓ |
| Mobile Endpoints (Including VoIP) | | | ✓ |
| Scheduled audio conferencing | | | ✓ |
| Web Collaboration | | | ✓ |
| Web Application Integration (SFDC, Google, O365, web-page) | | | ✓ |