



**BCM One's Cloud Unified Communication's** service called **InPacket™** is a complete unified communications SaaS solution taking your hosted PBX and phone functionality to another level. This offering is typically offered via our own intelligent network and broadband connectivity, however we also offer the flexibility of leveraging your existing broadband connectivity – our BYOB option (Bring your Own Broadband).

InPacket delivers a low total cost of ownership through the elimination of costly on-premises equipment with simplified voice communications, file storage and sharing, all in a collaborative infrastructure in a worry free IT environment. InPacket delivers digital business voice, electronic fax, email, instant messaging, and web collaboration all with presence delivered through a single easy-to-use administrator and user interface. Various service level packages are offered to meet both business and technical needs and are integrated into a single browser-based client as well as iOS and Android mobile clients and administrative interface for higher user adoption.

Additionally, InPacket includes business features and services that premise-based phone systems lack and other hosted PBX providers cannot provide such as unified messaging and real-time presence. Features include unlimited auto attendants, voicemail, call recording, account codes, remote employee support, unified messaging, multi-site reporting and softphones. Advanced PBX features continue with integrated desktop sharing, webinar and remote desktop capabilities as well as contact center module with skills-based routing.

The advanced call-center capabilities include advanced real-time analytics allowing you to monitor, react and adjust to business in real-time. Set up over 100 Key Performance Indicators (KPIs) or Service Level Agreements (SLA).

Rest assured that our cloud-based unified communications service is backed by our nationwide data centers with the highest reliability and redundancy standards in the industry: full redundancy, disaster recovery, automatic failover, unlimited concurrent usage and scalability.

## Leverage Your Existing Broadband Connection

To adapt to your existing broadband network connectivity, we offer a BYOB option for InPacket allowing you to utilize your existing broadband connection which includes an intelligent cloud router enabling network monitoring and voice prioritization over your existing broadband circuit. Our cloud router device provides bi-directional prioritization for voice application, dynamically managing the connection providing for a better overall calling experience. Although our intelligent cloud router runs over the public internet, you get the capability and the visibility of private network.

## Benefits:

- SmartBox -Unified File Sync & Share
- Computer Telephony Integration (ACE)
- Mobility Apps and Routing
- Digital Fax
- HD Multimedia Conferencing
- Video, Audio, Web Meeting
- Unified Messaging, Presence
- Call Queuing, Recording and Detailed Statistics
- Supports SIP-compliant IP phones
- Integrated Softphone
- Advanced Call Recording
- Visual Call Parking
- Multi-site Technology Unification
- Web Conferencing
- Advanced Single and Multiple Administrator Capabilities
- BYOB Option