bcm one
Human Focused. Technology Solutions.

InPacket™ UCaaS at its Best

Communication—between employees, customers, suppliers, partners and others—is at the heart of every business. Today we enjoy a wide range of communication methods and tools that help us keep in touch in the office or on the go often times 24/7. But it can be a lot to manage, for employees and for IT. That's why companies deploy UCaaS (Unified Communications as a Service) to bring it all together. UCaaS integrates communication platforms and tools to enhance collaboration and productivity for employees, which translates to increased revenue. As a cloud-based managed service it streamlines deployment and management for IT -- no need to worry about updates, it's all automatic and in the cloud Let us take away that additional burden and help your IT better manage your environment.

BCM ONE'S INPACKET

BCM One's InPacket™ is a managed voice solution that provides unified communications, team messaging, collaboration and conferencing, contact center, file sync and share, and analytics—all in a fully mobile-centric solution to meet the needs of your business. InPacket delivers:

- **Customizable:** providing the ability to create customized call flows, group setups and infinite ACD capabilities.

- **Flexibility:** multiple tiers to support your organization's feature/cost requirements from basic to advanced call center—across multiple locations.

- **Connectivity:** take advantage of BCM One's intelligent network and broadband connectivity, or you have the option of leveraging your existing broadband connectivity.

- **Reliability:** our scalable cloud infrastructure delivers ultra-reliable QoS, with historically proven 99.999+% service uptime.

- **Security:** provides enterprise-class security controls, including multi-factor authentication, single sign-on, account-level control for user privileges, access rights, device control, and mobile device management.

- **Compliance:** our solution is fully compliant with HIPAA and other key regulations.

- **Control:** you have account-level management of all cloud services, users, devices and groups, including multi-user, multiple access rights, multi-select, import/export, and re-assign owner—all through a single portal.

- **Analytics:** reporting and analytics framework for all services provides 100+ SLA/KPI metrics, ad hoc and periodic reports, unlimited historical data, a live monitor, and mobile app support.

- **Billing:** easy-to-understand billing provides a single invoice broken down by location, with reporting available on real-time or historical details and customized date ranges.

Keep your employees productive with InPacket:

- **Unified communications:** Fully integrated PBX with softphone, intelligent routing, and much more

- **Team messaging:** Messaging with sync, conferencing, archiving, social media, and a wide range of additional capabilities

- **Collaboration and conferencing:** Audio and video conferencing with desktop share, whiteboard, paint, and more

- **Contact center:** Supervisory modes, skills-based routing, customer call-back, live monitor, real-time presence, and other advanced features

- **File sync and share:** Secure cloud storage, multiple share privileges, sub-folder sharing, file versioning, local sync client, share notification, and more

- **Fully mobile-centric**