

## InPacket<sup>™</sup> UCaaS at its Best



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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 cloudbased 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

BCM One's InPacket<sup>™</sup> 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