

# UCaaSone Hosted Voice

BCM One's Unified Communications as a Service (UCaaS) solution is a hosted voice service to connect your business without the high costs of a traditional premises-based system. It brings together essential communications services including instant messaging, presence, voice and video calling, multi-party video collaboration, and desktop sharing in real time to enhance business productivity. Team members can access information quickly and provide better customer service.

## UCaaSone by BCM One

UCaaSone™ runs on the Cisco BroadWorks® platform—an enterprise-grade calling and collaboration platform delivering unmatched performance, security, and scale—to streamline communications across your organization.

It integrates with Cisco Webex's advanced messaging and meetings capabilities, all from within a single app that's downloadable on all devices.

With four different service-level or seat packages to accommodate small to enterprise-sized businesses, there's an option to meet your specific technical and budgetary needs. Our four main packages include: Special Application Seat, Premium, Premium + Webex and Call Center Agent.

## The UCaaSone Advantage

BCM One is a one-stop-shop partner to support all of your unified communications needs, including a wide range of add-on capabilities and services:

- › **Cisco Webex or Microsoft Teams Integration:** Add on Cisco Webex or integrate with Microsoft Teams to create a more powerful communications and collaboration platform to support your business for video conferencing, online meetings, screen share and webinars.
- › **Call Center:** Carrier-class communications management product fully integrated to provide advanced automatic call distribution (ACD) capability.
- › **Bundled Internet Services:** We can provide you with the connectivity you need—including broadband, DIA fiber, and 4G—and manage the carriers for you.
- › **SD-WAN for UCaaSone:** Uses Versa gateways in our POPs for the reliability and security of SD-WAN without the burden of managing the connectivity circuits and carriers all while providing a better-quality voice and video experience.
- › **VitalView™:** Our proactive, 24x7 monitoring tool provides added insurance for optimal performance.

## Unparalleled service

Companies prefer to work with BCM One for one main reason—the client experience they receive. We have a dedicated UCaaS practice and a team of voice engineers and voice specialists that are assigned to you throughout the installation process. They then provide technical support and training post-install. Our client-centric methodology not only sets us apart, but also gives us valuable insight into our clients' businesses, allowing us to function as a seamless extension to your IT team. We have integrated Versa SD-WAN into our UCaaS platform as an option to increase reliability and deliver the best possible voice and video experience. We invest in customer success because we are committed to delivering the best possible business outcomes and exceeding your expectations.

## Connect, call, and collaborate with any phone, smart device, or laptop

- › Presence
- › Instant messaging
- › Video calling
- › Integrated business calling capabilities
- › Multi-party voice and video collaboration
- › Desktop sharing

## Additional capabilities:

- › Integration with Cisco Webex or Microsoft Teams
- › Call center
- › Bundled Internet services
- › Integration with SD-WAN (SD-WAN for UCaaSone)
- › VitalView 24x7 monitoring