



Unified Communications

Scalable UCaaS Cloud-Based Solutions

UCaaS Overview

RingSquared™ Unified Communication as a Service (UCaaS) systems are enterprise-grade phone systems that utilize the latest cloud-based technology and advanced features to make business communication and collaboration easier.

With UCaaS you gain a large range of hosted voice and service features including phone, messaging, video calls and conferencing, voicemail, and more for desktop and mobile clients – without the large capital investments and maintenance of a traditional premises-based phone system.

UCaaS custom solutions scale with your business and work with in-office or remote workers and multi-location teams. RingSquared offers a best-fit approach to designing your unique communication infrastructure.

For industry-leading security and reliability of essential business operations, UCaaS systems connect to our switching facilities featuring Ribbon's Sonus 7000 platform and Microsoft's Metaswitch technology located across six states for geographical redundancy, uninterrupted service, seamless failover, and better uptime.

Key Benefits

- 1 **Seamlessly integrate multiple tools & services for easy centralized login.**
- 2 **Cloud-based solutions for desktop, mobile & remote access.**
- 3 **High-quality voice & data for optimal client & team experience.**
- 4 **Lower costs & increase flexibility versus on-site phone systems.**
- 5 **Online portal enables administrators to update settings in real time.**
- 6 **Superior business continuity with our secure, redundant switching & routing infrastructure.**
- 7 **Free up internal IT with our 24/7 support teams located across the US.**

Multiple Service Levels to Meet Your Needs

Why UCaaS?

UCaaS from RingSquared is the communications and collaboration tools your business needs to connect and thrive. It delivers best-in-class capabilities and reliability at affordable rates for organizations of all sizes by focusing on the platform and not on-site installations and equipment management.

- ✓ Web portals for end-users and administrators
- ✓ Mobile & desktop applications for instant messaging, presence, video calling & click-to-dial
- ✓ Optional cloud-based contact center capabilities to grow & meet each team's needs

UCaaS is completely scalable, system grows with you as your business needs change over time.

And because it's a cloud-based system, we continually add and update capabilities to continue to make your business more productive.



Online Management Console

RingSquared UCaaS solutions include an online interface that makes it easy for end users to set up and change features to suit their needs.

In addition to the end user tools, your UCaaS platform has a separate portal for administrators to manage business-level features, control access, add new users, and more. You can also manage powerful call routing capabilities such as simultaneous ring, distinctive ring tones, remote call forwarding, and more.

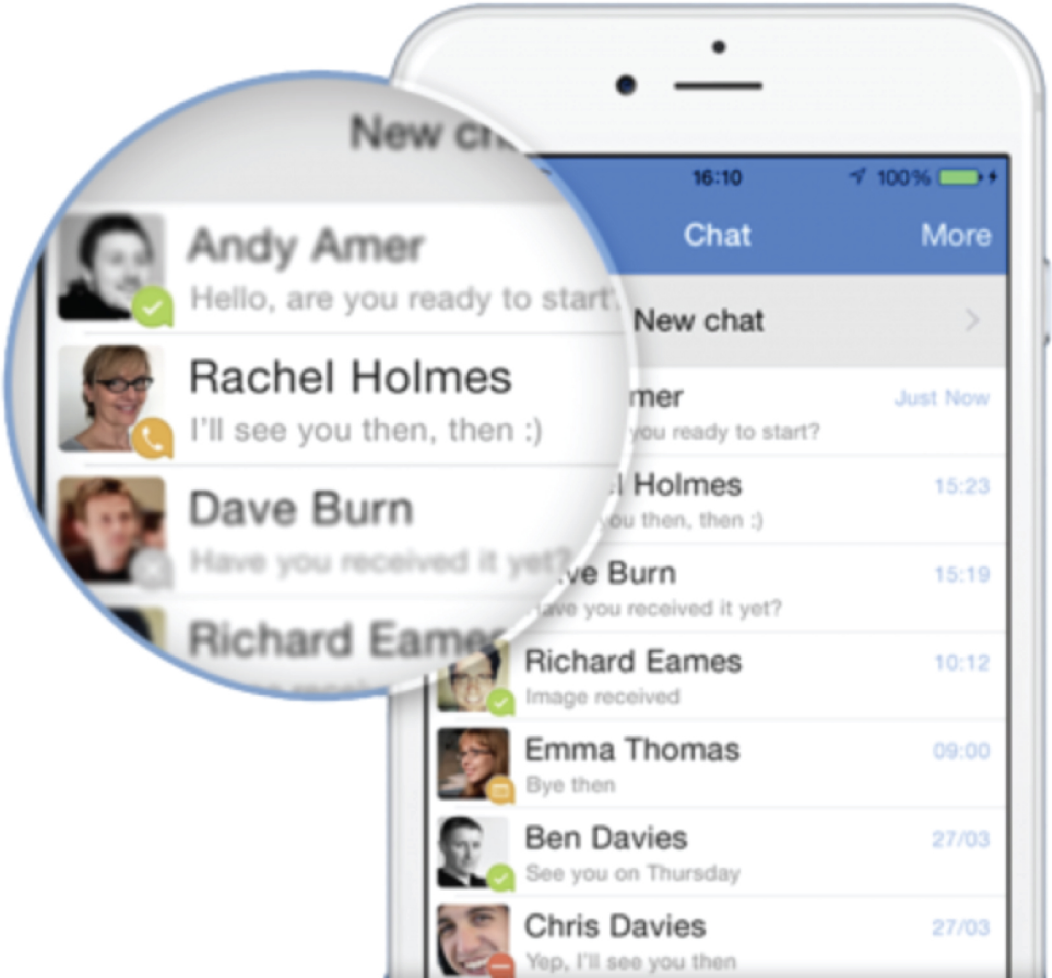
Mobility & Collaboration

Take your business contacts anywhere with the RingSquared mobile collaboration app for phones, tablets, or laptops - stay connected in remote offices, while traveling, or working in the field.

This program integrates your mobile device with desk phone functions and enables you to send and receive calls, instant messages, or video conference calls from any device connected to the Internet.

When installed on your desktop, the collaboration tool is a fully operational communications client. Powerful presence capabilities allow you to see real-time status of coworkers.

Combining voice, video, instant messaging, and web conferences into a single platform for streamlined communications, you can also integrate your UCaaS system with all the most popular productivity and business tools including Outlook, Salesforce, Sugar CRM, and Google apps.



Business Continuity

Because the RingSquared UCaaS platform is cloud based, your users can access the system anywhere - greatly improving business continuity plans. Quickly route calls to another location or connected device to ensure that your communications can continue in the event of a disaster or local outage. With the mobile application you can take calls, messages, and more from your smartphone. Keep employee productivity high and your business up and running.



UCaaS Feature List & Service Levels

	Shared & Fax Conference Rooms, Lobby Phones, Shared Phones, Fax	Basic Classrooms, Shop Phones	Business Business & Office Users	Collaborator Executive Leaders, Marketing, Sales, Engineering
Included VoIP Features				
Phone Number & Extension	✓	✓	✓	✓
High Definition (HD) Voice	✓	✓	✓	✓
Call Forwarding / Hold / Transfer	✓	✓	✓	✓
Caller ID	✓	✓	✓	✓
Do Not Disturb		✓	✓	✓
E911 Compliance		✓	✓	✓
Three-Way Conference Calling		✓	✓	✓
Call Park & UnPark		✓	✓	✓
Line State Monitoring / Busy Lamp Field		✓	✓	✓

Advanced Call Routing Features

Call Queuing / Hunt Group Support			✓	✓
Anonymous Call Rejection			✓	✓
Dual Lines Per Phone			✓	✓
Simultaneous Calling of Mobile Phones			✓	✓
Distinctive Ringing Internal / External			✓	✓

Voicemail Features

Virtual Voicemail			✓	✓
Messages Emailed			✓	✓
Customized Greetings Internal & External			✓	✓
Web Accessible Voicemail			✓	✓
Voicemail Transcription			✓	✓

Support & Management

Coordination Phone Number Porting	✓	✓	✓	✓
Professional Onsite Deployment	✓	✓	✓	✓
24/7 Client Support	✓	✓	✓	✓
Web Management Portal	✓	✓	✓	✓

UCaaS Collaboration Client (Accession)

Instant Messaging				✓
Video Calling				✓
Soft Phone (Desktop & Mobile)				✓
Call Recording (Desktop Client)				✓
Call Mobility Desktop Phone to Mobile				✓
Web Meetings & Conference Calls (100 Participants)				✓

UCaaS Enhancements

Dedicated Fax to Web Portal or Email
Easy Auto Attendant - Single Level Menu
Premium Auto Attendant - Multiple Level Menu
Time of Day Reporting
Call Queues / Hunt Groups (MLHG)
Call Recording (100MB Per User)

Hardware Appliances

Cloud Managed Firewall	Door Security Call Button Appliance
SD-WAN Gateway	Intercom / Paging SIP Appliance
Managed Router	Intercom / Paging Analog Appliance
Cloud Managed POE Switches	Analog Conversion - 2 Line Appliance

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