

Take your business to the next level with fully integrated unified communications



ALL-IN-ONE COMMUNICATION AND COLLABORATION

Wherever work takes you, a better way to communicate needs to come, too. With Elevate, a full office communications suite goes wherever you go.

Elevate combines a feature-rich business phone system with video conferencing, chat, contact centre, file sharing, and more, with the integrated mobile and desktop apps that allow for wherever, whenever communication.

And with Elevate, they are all available on one integrated, secure, reliable, and easy-to-use platform.

ELEVATE BENEFITS



INCREASE PRODUCTIVITY AND COLLABORATION

- Communicate how you want, wherever you are, with integrated voice, chat, video conferencing, screen and file sharing, and file backup
- Work from virtually anywhere, at anytime, on most any iOS or Android-enabled smart device
- Switch seamlessly from your desktop to your mobile device, and vice versa, with integrated mobile and desktop apps



LOWER COSTS

- Consolidate voice and data onto one network
- Reduce infrastructure and operating costs with no additional hardware to buy
- Flat, per-user rates with no hidden fees and month-to-month contract options

ELEVATE BENEFITS (CONTINUED)



INCREASED RELIABILITY

- Proprietary Elevate VoIP tests help ensure a reliable connection and high voice quality
- Redundant UK/ Europe data centers increase reliability and reduce latency



SIMPLIFIED SCALING & MANAGEMENT

- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy and can be done online
- Manage service and features using user-friendly portal



BUSINESS CONTINUITY

- Elevate automatically rings to all of your end points (desk phone, mobile, etc.) with every call
- In the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.).



THE ELEVATE PLATFORM



PHONE SYSTEM

- Cloud-based phone service with 90+ enterprise-grade calling features and excellent network call quality and uptime
- System configuration and call reporting are managed from a single web-based portal



MOBILE

- The Elevate Mobile App makes any smartphone an essential collaboration tool
- Place and receive calls, see who is available, respond to chat conversations, join video meetings, and more from your mobile device
- Extend your business phone number and extension to your mobile phone
- Sync contacts from popular third-party platforms (Microsoft 365, Google, and more) to your desktop and mobile devices



DESKTOP

- View real-time working statuses of colleagues, place and receive calls, communicate in real-time with team chat, meet face-to-face in HD video, share and store files, and more
- Use the desktop application to place and receive calls or as a call controller for your associated desk phone or as a soft phone from your PC or Mac®



VIDEO CONFERENCING

- Meet face-to-face in HD video and share your screen for more interactive and productive meetings with colleagues and customers
- Access to advanced features – like automatic meeting lock, virtual backgrounds, meeting transcriptions, and more

THE ELEVATE PLATFORM (CONTINUED)



REMOTE OFFICE

- Elevate's preconfigured phones can be plugged in to any location that has an internet connection
- Remote desk phones work exactly the same way as they do in the office, with access to all the same features and functionality as everyone else in the company



CONTACT CENTRE

- Voice, chat, and email queues combine into a single omni-channel experience
- Provide exceptional customer interactions with customisable call flows



PHONE

- Phones are plug-and-play, delivered pre-configured to work seamlessly with the Elevate service
- No special setup or technician required
- Includes world-class manufacturers such as Poly and Yealink with many models to choose from to meet any business need



VOICEMAIL

- Voicemail can be managed and accessed from the desktop phone or through the mobile app
- Transcribed voicemail messages can be delivered via email or viewed on the mobile app
- Voicemail can be received or forwarded as a downloadable email attachment



PRESENCE INDICATOR

- Elevate desk phones and applications include presence – the ability to see whether your company contact is available or busy on the phone
- Desktop phones include a busy lamp field (BLF) in the LCD display that indicates presence
- The Elevate desktop and mobile apps display presence information alongside each contact in the Active Directory

THE ELEVATE PLATFORM (CONTINUED)



FAX

- WebFax is a “virtual” fax service that allows users to receive and manage faxes via the web or email
- Transmits faxes directly from a Windows-based PC



TEAM CHAT

- Communicate with more than voice and email – use direct chat and private and public channels to have conversations, share files, and more in real-time
- Use direct chat to communicate with an individual colleague
- Use private and public channels to discuss specific topics in groups
- Access advanced collaboration features like @ mentions, search in chat, replies, rich text editor, and more
- All messages automatically sync across mobile and desktop apps, and are securely encrypted in transit and at rest



FILE MANAGEMENT

- Access files from desktops, laptops, smartphones, tablets, file servers, and the web
- Full control over files, users, devices, and sharing activities
- Real-time backup of all files, mobile photos, and videos
- Point-in-time file restoration for quick recovery from ransomware and other types of data loss
- Up to 200 GB per user of ShareSync file storage included¹

1. Essentials 5GB, Pro 50GB, Enterprise 200GB.

ELEVATE INTEGRATIONS PLATFORM

Elevate's integrations platform, connects powerful voice, chat, video conferencing, and contact centre functionalities into everyday business applications like Google®, Microsoft, Salesforce® and more – driving higher productivity and increasing customer retention at no heavy cost.



ELEVATE API PLATFORM

The Elevate API platform allows you to integrate the features of our voice, video, contact centre, and analytics services into business applications (CRMs, ERPs, Ticketing Systems, etc.). Developers can leverage Elevate APIs to build custom solutions to meet your specific business needs.

BENEFITS FOR YOUR BUSINESS



Increase Productivity

Improve employee and customer experiences by enabling communication capabilities in everyday business apps.



Better Customer Experience

Access relevant customer data at the right time to deliver a more personalized experience.



Access Critical Data

Add employee calling and communication data to your business reporting tool(s).

HOW IT WORKS



VOICE



MEETING



ANALYTICS



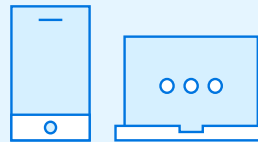
CONTACT CENTRE



ADDRESS BOOK



Developers use assets to build custom solutions to meet business needs.



End-users use solution in apps & websites.

ELEVATE APPS



ELEVATE DESKTOP AND MOBILE APPLICATIONS

The Elevate desktop and mobile applications transform devices into powerful communication tools, giving users access to:

- **Team chat:** Communicate with more than voice and email – use direct chat and private and public channels to have conversations, share files, and more with colleagues in real-time
- **Video conferencing:** Meet face-to-face in HD video and share your screen for more interactive and productive meetings
- **Calling:** Place, receive, and manage calls from your desktop or mobile device
- **File sharing:** Easily access, share, and collaborate on documents securely from any location
- **Presence:** Real-time working status of colleagues gives more transparency and increases efficiency by letting you know who is available for a quick call, chat, or meeting
- **Mobility:** Place and receive calls, respond to chat conversations, join meetings, and access files from your mobile device – making it easier than ever to stay connected and be reachable wherever you go.

QUESTIONS? CONTACT US TODAY!