



Introducing A3 UCaaS

Unified Communications as a Service

A3 Communications has added a Cloud Voice solution to our A3 Cloud portfolio. Over the past three years, the adoption of cloud-based phone systems has accelerated. Multiple industry analysts predict the market to continue adopting these hosted VoIP solutions at a rapid pace. Here are five of the key reasons why:

1. Reduce IT Burden

Unlike the traditional phone systems that sit in a dark closet, hosted VoIP requires virtually no IT support or training to administer. It is easily deployed, and you can quickly add users, enable features or reassign stations - all through a simple web interface.

2. Save Money

The last thing you want to do is spend tens of thousands of dollars on a new phone system, only to turn around and be forced to purchase software assurance or enter into expensive maintenance contracts just to ensure that your new system keeps working. With cloud-based phone systems, there is no up-front cost, only an affordable monthly fee with free software upgrades and all local and long-distance included.

3. Dispersed Workers

For years, companies have struggled with how to incorporate remote offices and dispersed workforces into the corporate communications ecosystem, often ending up with multiple premise-based systems and no interoperability between locations. Cloud-based phone systems eliminate all of this hassle, seamlessly connecting multiple locations and remote workers into the same communications ecosystem. Call transferring, conferencing and 4-digit dialing are immediately available to all.

4. Built-in Business Continuity

In the event of a transport failure or cable cut, A3 UCaaS is pre-programmed to failover to a line of your choice – a business line, another office, or a cell phone. You will NEVER be out of business.

5. Feature Rich

Jaded about technology? Once you see all of the advanced features and functionality that are available from a cloud-based phone system, you'll be impressed by the impact



it can have on your business. From computer softphones to mobile devices, the full impact of unified communications is at your fingertips the moment you decide to deploy a cloud solution. See below for some of our standard features.

Benefits:

1. Reduced TCO – Available as a Fully managed solution as an OP-X, or as a hybrid model with Endpoint purchase as a CAP-X and monthly phone service as an OP-X (similar to a traditional phone system). Maintenance and software upgrades as included, so this significantly lowers TCO.
2. More Efficient Network Utilization – VoIP provides considerable gains in bandwidth efficiencies, which reduce costs and increase Quality of Service (QoS). New sites can benefit from utilizing a single Cable to the desktop to support both voice and data. This decreases infrastructure costs.
3. Bring Your Own Device – A3’s UCaaS service allows end-users to utilize ANY SIP-endpoint, which we can provide or you can provide; moreover, users can elect to utilize their handheld device, tablet or PC/MAC as their endpoint.
4. Reduced monthly telephone usage expenses – A3’s UCaaS provides unlimited calling in the Domestic US; calls between branches are intercom calls.
5. Easily scalable as your needs dictate. Eliminates the need of rip/replace phone systems as you grow.
6. Software updates are pushed to all users as they become available. There is no software support to purchase. This eliminates the worry about obsolescence.
7. Full-featured PBX features are standard; Contact Center features and Call Recording as also available.
8. Conference Bridge with unlimited participants is included with configurable security with talk-only and listen-only access. Joining a conference is as simple as dialing an extension.
9. Out of area phone numbers can be assigned, so your customers can call you via a local number. Toll Free numbers are also available.



Included for all UCaaS users:

- Business Continuity: We pre-program a phone number for your lines as a fail-over, in the event of a cable cut, or other loss of phone service at your business.
- User Portal to manage phone
- Manager's Administrative Portal to manage Call Reports, Auto Attendant Greeting, etc. – all accessible from a secure web site.
- Voice Mail to email – retrieve your voice messages on your smartphone
- Find me / Follow me – calls will simulring your Mobile phone – Never be out of touch. You only need to publish a single reach number.

Choose Your SIP Telephone Set or provide your own



Polycom HD Voice models



Cisco SIP Phones



Grandstream GXP 2160



Standard Telephony Features Include

Music on Hold

Entertain your callers while they wait with Music on Hold. A3-UCaaS supports MP3 playback by default. Satellite radio and CD audio solutions are also available, as are advertising or "Message on Hold" advertising solutions.

Unlimited IVR (Auto Attendant with Night Mode)

When callers dial your number, let A3-UCaaS take the call, offer your callers instant access to important information like hours of operation or directions to your location. Connect callers to the person or department most likely to help them by offering a menu of "Press 1 for sales, 2 for service, or 0 for an operator." A3-UCaaS can play a different greeting after hours or on holidays to offer your Customers alternate options to assist them in the event of an emergency. There are no limitations on the number of greetings or type of menu structure that can be created. A3-UCaaS can even make call routing decisions based on Caller ID; to automatically connect an important caller with his/her assigned sales rep for example.

Call Park

Transfer a call to a special "parking" extension so that it may be picked up from another phone. This is useful in combination with intercom and paging features to announce (for example) "Bob, you have a call parked at extension 700". This way, Bob can retrieve his call from wherever he is. If a caller has been parked for a longer time than the specified time limit then UCaaS will again ring the originally dialed extension.

Call Pickup

This feature allows you to answer a nearby ringing phone from your phone, provided the ringing phone is in the same call pickup group as you. This is configurable, so for example, the CEO's phone may only be picked up by their assistant. This feature also gives you the ability to pull a ringing call to the phone you are currently on.

Intercom and Paging

Call direct to a phone and make an announcement over the speaker (compatible handsets only), or address a large area through an "Overhead Paging" network (additional hardware required).



Flexible Call Restrictions

By use of a "Class of Service" we are able to assign certain features and restrictions to each individual extension. A variety of features and/or restrictions is grouped together and can be assigned to more than one extension. Automatic Ringdown (PLAR) - Door, Elevator, and Courtesy phones. When picked up, these phones are automatically connected to a switchboard operator. Local dialing can be disabled. The phone can also be restricted to Internal Calls - Local/Toll-Free Calls or without any restrictions.

Three-Way Calling

A phone company provided service which allows a three party conference to be established. A3-UCaaS can use this feature to forward incoming calls to an external phone number using a single telephone line (otherwise, this feature would utilize two lines)

Unlimited Calling within the Domestic U.S.

Plus many more...