

The Power of UCaaS Post Cloud-Adoption

SIX COMPANIES SHARE THEIR SECRET TO THEIR
DIGITAL TRANSFORMATION TO THE CLOUD



A LETTER FROM UNIVOIP

Since 2005, UniVoIP has been a pioneering leader in Cloud Communications and VoIP technology that helps companies connect, collaborate and improve operational efficiencies from anywhere, at any time and on any device. UniVoIP offers companies, nationwide, the industry's most innovative portfolio of cloud business phone systems, collaboration and mobility tools and multimedia contact center solutions that allow enterprises to optimize their IT infrastructure and improve return on investment.

Designed for the future, UniVoIP's scalable and comprehensive UCaaS (Unified Communication as a Service) platform OfficeConnect™, is the ultimate business upgrade providing enterprises with innovative communication solutions that help keep customers ahead of technological trends. UniVoIP lowers total communication costs while heightening functionality and productivity with over 140 cloud-enabled features that promote mobility, collaboration and unified communications.

OfficeConnect™ has been built from the ground up, delivering the most reliable, powerful, and economical hosted communication services on the market. UniVoIP's award winning suite of advanced IP phone and UCaaS solutions are backed by a Service Level Agreement, geo redundant data centers, high availability and business continuity plans so that customers rest assured knowing their lines of communication will always stay open.

From installation to deployment, UniVoIP supports its customers all the way. Customers receive 24/7 ongoing US-based support and a one-on-one relationship approach. UniVoIP customers are met with specialists that are friendly, highly trained professionals that understand each customer's needs on a personal level. With UniVoIP, customers move forward confidently knowing that UniVoIP has their back.



Chris Vuillaume
Vice President of Sales



For more information visit www.univoip.com or call (855) UNIVOIP

Six companies share their secret to their digital transformation to the Cloud

Leveraging UCaaS to Optimize Digital Customer Experience

Today's customers are ever-changing, increasingly mobile, unpredictable and demanding. The new breed of consumer has the world at its fingertips. What's more, today's mobile consumer creates and controls Internet content. With the wide reach social platforms provide to any given customer, first impressions have never been so important. Convenience and flexibility are key, to the point where the best customer experience is often the experience that involves customer contact the least.

In order to respond to these rapidly evolving customer demands, today's business must be ever-changing as well. Allowing customers to communicate in whatever method makes the most sense for them (whether it's voice, email, chat, SMS or social media) has transformed from a unique competitive differentiator to an absolute requirement. In fact, today's customer experience must go beyond customer communications to leverage the power of machine-to-machine interactions via the Internet of Things.

- ✓ Mobile collaboration applications
- ✓ Multimedia contact center
- ✓ Interactive Voice Response
- ✓ AWV – Audio, Web, Video Conferencing
- ✓ Multilingual auto attendant
- ✓ Mobile-First IP Phones
- ✓ Mobile phone integration
- ✓ Software integrations
- ✓ On-Net connectivity
- ✓ MPLS private network



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SNAPSHOT

RadNet performs over 4 million diagnostic radiology and imaging procedures annually

Founded in 1984, RadNet, (NASDAQ: RDNT), is a national leader in providing high-quality, cost effective diagnostic imaging services through a network of 248 owned and/or operated outpatient imaging centers. With operations in six states, including California, Maryland, Delaware, New Jersey, New York, Rhode Island and Florida, RadNet is one of the largest owner and operator of fixed diagnostic imaging centers in the US.

FULL SCOPE

Connecting 65 RadNet Sites in the Cloud

RadNet selected UniVoIP to modernize their telephone system and unify communications across several US-West Coast locations. Together, UniVoIP and RadNet have expanded service to over 65 sites and many more locations are in queue to be switched to UniVoIP's enterprise solution. RadNet now enjoys seamless phone service from any office and has gained enhanced features between sites like visual controls, performance tracking, advanced analytics and full redundancy.



Scalability

EXPANDING &
SCALING WITH EASE



We were enthralled by how a thousand plus extensions were implemented so quickly. Not to mention, over a quarter of savings on total communication costs...

- RadNet Director of Materials



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SNAPSHOT

30 years of providing client-focused, creative business and legal services

Since 1980, Resch Polster & Berger LLP (RPB) has continued to grow, providing a broad scope of services to its clients. In addition to Real Estate Investment, the firm also boasts a high level of sophistication and expertise in: Business Litigation, Intellectual Property Tax, Finance Development, Corporate Transactions, Secured Lending, and Securities.

FULL SCOPE

Avoiding a \$30,000 Premise Based Upgrade

RPB originally operated on a premise-based PBX system supported by two different third-party vendors, one for voice services and one for PBX hardware support. The much-needed telephony disaster recovery feature as well as increased collaboration between attorneys and their assistants required a costly upgrade, so they looked to UniVoIP who could easily support all of their growing needs as well as provide exceptional cost savings.



Prior to UniVoIP, we had a premise-based PBX system that was due for a \$30,000 + upgrade on top of continuous maintenance and support fees. We have moved to a predictable cost model with UniVoIP's scalable cloud-based solution that is armed with disaster recovery and lifetime software upgrades.

CAPEX to OPEX

REDUCING CAPITAL
INVESTMENT

Michael Siska, System Administrator, RPB

Assisting Parents with Legally Sound Adoptions

Adoption Circle has been a leader in diligently working to preserve the rights of birth parents and children to ensure emotionally healthy and legally sound adoptions. Through compassionate and caring counseling, they have been able to assist birth parents and adoptive parents to have the opportunity to explore all legal choices as they design an adoption plan that they believe is in their child's best interest.

FULL SCOPE

Choosing UniVoIP for a Quality Guarantee

Upon diligent research of 4 different service providers, Adoption Circle selected UniVoIP over local vendor options. Interactions between the organization and UniVoIP sales and support teams proved distance had no impact on quality of service delivered. In the end, the organization compared features, functionality, pricing, and overall customer service of the 4 providers and concluded that UniVoIP offered the most reliable, scalable and cost-efficient solution.



I can't say enough good things about UniVoIP, their solution and the customer service we have experienced from day one. We were initially set on choosing a local service provider, assuming that would mean better service, but UniVoIP proved it's not about locality but quality of services delivered.

Quality of Service

REMARKABLE
SUPPORT TEAM

Chris Soto, Adoption Circle

Exceptional Audit and Assurance Services

Christy White Associates provides exceptional audit and assurance services for school districts, charter schools, nonprofits, governmental agencies, small businesses and HOAs. An Audit Partner and staff is assigned to engagements that are trained specialists in the industry and freely share best practices on accounting topics, how to improve internal controls and maintain compliance.

FULL SCOPE

Hosted PBX Offers Mobility, Growth and Cost Savings

Originally with Cox Communications, Christy White Associates was in need of an upgraded telecommunications system for their new building. Most communications in the firm are done via email, messenger and phone and with their onsite auditing services, requiring that the firm be supported by a mobile and collaborative communications solution. Upon selecting UniVoIP, the firm now experiences a system that connects employees even in remote locations as well as improves collaboration between clients and attorneys with advanced features and functionalities that save the firm on monthly communication costs.

ROI Driven

50% COST SAVINGS

“

UniVoIP's superior VoIP phone solution, its advanced features which include voice-to-email and the price point savings were the most attractive aspects for our firm. We were able to realize upfront and monthly savings of roughly 50%.

Andrew | Christy White Associates.



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SNAPSHOT

A Los Angeles Area Talent Agency

BRS/Gage is a bi-coastal talent agency representing actors in the areas of film, television and theater. Their clients can be seen on Broadway/National Tours including Book of Mormon, Jersey Boys, Phantom of the Opera and Wicked as well as major television shows such as The Good Wife, Nurse Jackie, Blue Blood and Person of Interest. The agency guides new and upcoming talent into promising careers.

FULL SCOPE

Out with the Old and In with the New

BRS/Gage's 10 years of operations with Toshiba phones offered limited functionality and kept the company in the technological dark ages. Additionally, the talent agency experienced continuous dropped calls and static with their service provider, Windstream, which ultimately impacted their ability to serve their clients. While in the process of moving and faced with unreliable phone service and customer support, the company realized that bringing their outdated phone system would continue to hinder their progress. The firm decided that modernizing with a reliable VoIP solution was the right choice and would offer them the greatest return on investment.



We are so happy that we switched to UniVoIP when we moved our office location and were modernizing our company. Now, we have the needed features and functionality to scale and increase efficiency. We know that UniVoIP is a long-term solution for us.

Customer Experience

MODERNIZING WITH
A RELIABLE
SOLUTION

David Shaul, BRS/Gage



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SNAPSHOT

Residential Care and Mental Health Treatment

BRIDGES, a private, nonprofit agency provides residential care and mental health treatment for persons with psychiatric and co-occurring disorders. Comprehensive residential and outpatient programs support individualized treatment designed to help individuals achieve their highest level of functioning, wellness and self-sufficiency possible.

FULL SCOPE

One Cloud Phone Solution, One Internet and One Provider

Bridges, that operates 5 locations, wanted to improve communications and connect all their sites on one system, reduce costs, and improve Internet connectivity. Prior to using UniVoIP's services, Bridges had one phone system per location and there was no direct connectivity between sites. Dealing with multiple vendors was a headache and exhausted too many internal resources. With UniVoIP, the nonprofit now experiences a single-source Internet connectivity provider and an integrated phone solution that connects multiple offices, remote workers and even international offices.



Unification

ONE PROVIDER.
MULTIPLE
LOCATIONS



With UniVoIP, Internet and voice communication is no longer a concern. I can spend my time on other business priorities. Thank you for removing this obstacle.

Lynnae Hernandez | Fiscal Director



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