



# Deltapath UC Enterprise Cloud

## Everything You Need to Operate Your Business

Many organizations are embarking on a digital transformation journey that promises to deliver new and enhanced ways to collaborate and communicate. This movement is also powering cloud adoption as many organizations believe it is a necessary journey that will impact their success, give them a competitive edge over their competitors, and get them closer to their goal of becoming a truly digital organization. At Deltapath, we help organizations of all sizes strategically and positively impact their digital transformation with our cloud solutions.

### What is it?

Run your entire business on Deltapath UC Enterprise Cloud and get your organization and staff connected and ready for business. Deltapath UC Enterprise Cloud offers a powerful list of features including audio and video mobility, enterprise telephony, unified messaging, and audio and video conferencing. To help you grow and optimize your business, we also offer industry specific integrations like Contact Center – inbound and outbound, Interactive Voice Response System (IVR), and Salesforce integration.

Our enterprise class telephony system provides Deltapath UC Enterprise Cloud users with their own phone number so users can receive inbound calls and make outbound calls. Deltapath UC Enterprise Cloud can provide a telephone number for over 100 countries along with advanced telephony features so users are equipped with everything they need to effectively communicate and collaborate with prospects, customers, colleagues, channel partners, and suppliers.





## How does it work?

Deltapath UC Enterprise Cloud unites different communication platforms, audio and video equipment, endpoints, desktops, and mobile devices to make communication accessible, simple, and intuitive. In addition, our solution comes with a suite of tools that can be accessed from a browser or desktop. These tools enable organizations to move to the next level of business, and allow employees to work at their full potential by placing everything they need at their fingertips.

Cloud privately hosted on your network is available for organizations that want to bring their own PSTN over. If you are not carrying over your PSTN, consider having us manage your entire IT solution in the cloud.



## What are the benefits?

### We are not your ordinary phone system:

- To protect your investments, we support industry brand name endpoints. Ask to see our supported devices guide for full details.
- Leverage our APIs to integrate with your business applications.
- Stay connected and productive no matter where you are geographically located with our mobility solutions.
- Communicate and collaborate using a built-in video and audio-conferencing platform.
- Use Virtual Meeting, an easy to use collaboration solution, which lets you decide how you want to communicate. Invite participants to meet in a private audio conference room, public conference room with video capability, or a Skype for Business video gateway virtual conference room.
- Initiate call recording to meet service quality goals, build training programs, uncover trends, and manage compliance and corporate liability.
- Access to an entire suite of tools puts everything at your fingertips so you can be more successful on the job. Lookup contacts, make and transfer calls, schedule meetings, manage settings, run reports, and much more from your desktop and browser.
- Add our contact center solution. It offers a self-service IVR, queues that channel callers to the right people, advanced reporting analytics, and agent dashboards that come equipped with questionnaires and contact information so agents are prepared for success. Our solution also saves you money and supports customer acquisition and retention.

## Deltapath UC Enterprise Cloud comes with Dolby Voice to deliver innovative solutions:

- Crystal clear audio guarantees you can hear and be heard.
- Powerful noise cancelling technology ensures background noise never disrupts your conversation.
- Participants' voices are projected from different locations eliminating voice overlap and muffled voices when multiple people speak at the same time in an audio conference call.

## Enjoy a robust experience with the integration of Salesforce:

- Receive real-time information on your computer screen each time the phone rings. Information such as your customer's name, email address, previous product inquiries, and grievances are all in front of you before you answer the phone.
- Build loyal customers by staying a step ahead and offering great customer service.
- Assigned sales tasks are displayed when employees sign into their accounts so they can immediately start making sales calls.

## UC Enterprise Cloud

### Essential Features

- ✓ Supports a wide variety of SIP endpoints
- ✓ All-in-one mobility app for video/voice/instant messaging and central directories
- ✓ Advanced IP Telephony features
- ✓ PSTN and Third-Party PBX integration
- ✓ Interactive Voice Response System (IVR)
- ✓ Guest-Access scheduling tool to your conference or extension
- ✓ Salesforce.com integration
- ✓ Built-in video and audio conferencing bridge
- ✓ Enterprise instant messaging & group chat
- ✓ Browser or desktop access to an abundance of tools on Deltapath switchboard, including
  - o Instant messaging
  - o Video & voicemail
  - o Phonebooks & speed dials
  - o Comprehensive reports
  - o Call control and management
  - o Outbound faxing
  - o Audio conference control
  - o Virtual Meeting
  - o Caller information display from Salesforce.com
- ✓ Full encryption and security across the entire service

### Supercharge With Booster Features

- Inbound contact center with intelligent IVR
- Outbound contact center
- Enterprise call recording
- Fax to e-mail
- Litigation hold on all instant messages



# Discover Why Deltapath Is a Trusted Cloud Service Provider

## Readiness



Deltapath's proprietary technology is built from the ground up. That means we own the technology and we always have access to it. Our technology, which focuses on innovation, need, viability, and optimization has been maturing for over a decade. As a result, our technology is optimized for the cloud and optimized to operate over the public internet to help you implement, manage and support your communication needs.

## What Cloud Fits?



Deltapath's cloud solution can be privately hosted on your network so you are in full control. It is an ideal solution for organizations that do not have internet due to security risks, and those organizations that must remain compliant with laws and industry regulations that prevent them from moving data offsite. On-the-other-hand, organizations can choose to outsource their entire IT management needs and have all their cloud service needs provided by Deltapath.

## All-In-One Solution



Deltapath offers an all in one solution, which helps create simplicity by minimizing the need for multiple providers and experts to support the vision and goals of your company.

## Reduce and Simplify



Harnessing our cloud solution will reduce your infrastructure costs and simplify management so you can redirect your funds and resources towards transforming your business and staying competitive.

## Scale



We allow you to grow at your own pace and can accommodate fluctuations in your business. Compute and storage capacity are available anytime with our on-demand model so we are always ready for your ideas – big or small.

## Data Sovereignty



Deltapath Cloud isolates your data to minimize security risks. There is no co-mingling of data because the database is never shared. This makes our cloud solutions ideal for organizations that must conform to data isolation requirements such as financial, healthcare, and government institutions.

## Flexibility



Operational flexibility gives you more say on the software version you are running, configuration options, and scheduling upgrades so you can remain in compliance with your change management rules, guidelines set out by ISO, and other rules and regulations.

## Quality



If you operate your network with MPLS or private leased circuits, you can benefit from our privately hosted cloud where all traffic flows within your network with minimal latency and service level guarantee resulting in better transmission speed of text, and better audio and video quality.

## Availability and Monitoring



Our team is situated in the northern and eastern hemispheres, which allows Deltapath to monitor servers around the clock to provide you with 99.999% availability. Our cloud infrastructure is hosted in multiple continents connected via a premium network backbone.

## Security



Privacy and Security are core business issues. Deltapath has designed, built and maintained a very secure UC solution with many layers of defense. Read our Privacy and Security brochure to discover the steps we take to protect you.

## About Deltapath

Deltapath liberates organizations from the barriers that prevent effective communication and revolutionizes the way organizations communicate through innovative technologies that meet the needs and the wants of organizations.

We specialize in solutions that unite different communication platforms, audio and video equipment, telephones, desktops, and mobile devices to make communication accessible and intuitive.

It is our belief that every solution should embody simplicity and offer users the right form of communication for the right occasion, right at their fingertips.

## Ordering Information

For more information about Deltapath UC Enterprise Cloud, please contact your nearest Deltapath sales representative.



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