



UNIFIED COMMUNICATIONS & COLLABORATION

OVERVIEW

The nature of communication is changing every day, and employee and customer expectations along with it. Is your business prepared to adapt?

In our age of connectivity your business's success depends more now than ever before on consistent, reliable communications not just with customers, but between every facet of your organization. Whether you need to connect two employees on opposite sides of the office or remote collaborators on opposite sides of the globe, you need a unified communications strategy that helps maintain business continuity day after day.

TenFour's Unified Communications & Collaboration (UCC) infrastructure service integrates voice, video, messaging, and mobile communications in one dependable, secure, and scalable communications control and management solution. From internet-enabled telephones to high definition video conferencing equipment and even instant messaging and team collaboration software (and more), we deliver every hardware and software IT infrastructure component your organization needs to ensure the highest level of internal and external connectivity.

Our UCC service is designed not just to bring people together anytime, anywhere, and on any device, but to make administration quick and simple. We handle routine changes to preferences, the addition and removal of users, and all the routine software and hardware updates so your IT department can focus less on maintenance and more on the projects that will set your business apart. And should customers need to get in touch, you can maintain those relationships with confidence, knowing that regardless of the channel—voice, video, or messaging—your business can be reached around the clock.

You want the functionality and quality of a private, custom UCC system, but you don't want the cost. You may want the low cost and ubiquity of a public cloud UCC system, but you don't want the unreliability. By offering UCC as a dedicated utility service TenFour delivers the best of both worlds: a private UCC platform that offers high performance, consistent functionality, and critical reliability, but at a single, reduced price regardless of the number of users or locations connected.

BUSINESS SOLUTIONS



Flexibility

In the always-on global market an ever-changing number of employees could be collaborating from any number of locations and on any number of devices. Whether you have 80,000 users or 100 our UCC service is designed to adapt to your organization’s unique environment and needs by standardizing equipment, consolidating systems, and evolving with your business.



Reliability

Unified communication systems are complex, but that doesn’t mean they should be cumbersome or unreliable. TenFour’s UCC service is designed to provide organizations with a streamlined suite of tools and software that are made to work together without hassle or headache. Our UCC is updated regularly with tested software and patches, and refreshed on schedule with the latest hardware, all to maximize performance and availability, no matter the location or need.



Cost

By deploying the most efficient and flexible equipment, we’re able to enhance communications while upgrading infrastructure at a reduced cost. Our UCC requires no internal support from your IT department, and because we provide the service as a utility we can decrease not just the hard costs, like capital investment in hardware, but the soft costs: project management and design, repairs and monitoring, contracting and truck rolls, and much more.

ADDED VALUE

Location & Device Agnostic

It doesn’t matter where your IT infrastructure sits or if it’s public or private. We provide a location-agnostic approach designed to connect your business, its employees, and its customers across an array of communications platforms.

Availability & Visibility

We provide up to 99.999% UCC system availability to all members of your organization, but if an issue arises, our 24x7x365, U.S.-based Network Operations Center (NOC) is always available to proactively or immediately remediate any problem.

Reduced Technology Debt

Our ongoing lifecycle service updates your software and hardware to address critical vulnerabilities, bugs, or new functionality, and implements mitigation strategies. Aging and obsolete technology leads to defects and security vulnerability. We refresh your infrastructure equipment every 4-5 years so you can remove the risks associated with outdated, end-of-life equipment.

Dependability

We use fully redundant and rigorously tested software and hardware components in conjunction with TenFour’s reference architectures to simplify the equipment variables and standardize our communication network designs. Implementation, operations, and administration are as streamlined and worry-free as possible.

Security

We support the latest authentication, encryption, and communication protocols and comply with key industry certifications to secure your data and communications globally. Plus, our embedded network security service lowers surface attack area in support of attack prevention, risk reduction, and compliance requirements.

Lifecycle Management

TenFour provides scheduled, regular updates and emergency patch management for all hardware and software. We fully test all changes before implementing them in a production environment, so we continue to deliver a secure and reliable UCC infrastructure.

BUSINESS USE CASES



Medium & Large Multi-Site Organization

Business Problem: A mid-sized organization oversees 150+ stores across the globe, each with unique operational requirements. These sites need to communicate among themselves and their headquarters constantly and consistently, using the same equipment and features to exchange time-sensitive product and marketing changes. Email is not always the most effective means of communication, so management must be able to reach sales representatives via handheld devices. However, the organization lacks the resources, budget, and expertise to upgrade its UCC system and the IT department has also been tasked with reducing total cost of ownership while defending against security threats.

TenFour Solution: Whether your environment calls for wireless phones, IP phones, video chat, or more, our UCC is able to unify and support those capabilities in one single service, regardless of the number of locations. Centralized management of SIP Trunking provides effective in-bound and out-bound calling to maintain business continuity. Persistent monitoring and software updates mitigate security threats while the immediate application of emergency patches across the UCC environment ensures swift resolution to any breach. And because TenFour is responsible for all software changes, hardware deployments for adds, moves, or changes, and training and materials, your organization's IT team can focus less on constant maintenance.



Contact Center Expansion

Business Problem: A mid- to large-sized organization needs to accommodate up to 400 concurrent agents within its contact center, but UCC availability is currently limited. The organization also needs to offer function parity across a range of channels, as customers contact the business via email, web forms, social media, and telephone. To assist and address management requests to improve representative performance and customer satisfaction, agents need access to an always-on, web-based tool that provides an intuitive, easy-to-use, and fully customizable interface.

TenFour Solution: Centralized management of SIP Trunking provides effective in-bound and out-bound calling to maintain business continuity in a single service, regardless of the number of locations deployed or communications methods needed. Persistent monitoring and software updates mitigate security threats while the immediate application of emergency patches across the UCC environment ensures swift resolution to any breach. We are responsible for all software changes, hardware deployments for adds, moves, or changes, and training and materials, so your IT team can focus its energy and efforts.



Contact Center Compliance Recording

Business Problem: Customer satisfaction is declining. Leadership has tasked IT to work with the Customer Service department to collect performance analytics via a customer questionnaire. If the decline is validated, an action plan is required to improve compliance, prove adherence, and prevent future risks, such as litigation, by recording and retaining calls.

TenFour Solution: Our UCC utility service can record up to 400 concurrent telephone sessions, allowing Customer Service to handle up to 400 agents. We help meet performance objectives by persistently collecting analytics about your call environment, and by providing data to compare against the organization's relevant SLA. Telephone components of the service provide onboard appliance storage for up to 365 days of retention for 1,000 calls per day, with an average length of three minutes for each call and those recorded calls that must be retained can be archived to external network storage via NFS/FTP/SMB.



Video Conference

Business Problem: An organization with globally distributed sites needs a video conferencing solution that provides a consistent, high quality experience so participants can virtually interact anywhere. Because the business is powered by technical demonstrations and personal relationships, it's vital that numerous participants be able to connect simultaneously to a high definition video conference through a variety of platforms and devices. The presenter must also be able to modify the video conference by selecting the appropriate presentation style and monitoring and managing the conference's participants.

TenFour Solution: Our UCC utility service supports a variety of video conference platforms, including third-party endpoints such as Skype, Cisco Meeting app and video-enabled handsets, and alternatives. We help keep projects on schedule and key participants in the loop by enabling up to 96 simultaneous high definition video connections while providing each participant a familiar, consistent experience and functionality. And if a major development unexpectedly demands rapid video conference setup, TenFour's UCC is built to provide the highest availability, allow a connection rate of up to 40 calls per second, and enable the organizer to add or drop participants as necessary.



Audio Conference

Business Problem: A large organization with a multi-building campus needs to connect its employees to discuss rapidly-developing market forces that directly impact business operations. Any employee must be able to create, join, or run an audio conference meeting and provide internal and external participants with a seamless way to access the meeting via web-based portals and links. Major decisions might hinge on quick verbal exchanges, so it's vital the audio conference is automatically supported, and able to be recorded, including audio, as well as any web-based desktop sharing that accompanied the meeting.

TenFour Solution: Our UCC utility service is built to provide maximum availability and the highest quality audio fidelity. We help keep organizations on the same page by allowing up to 450 participants per conference and 24 call bridges per virtual machine. Organizers can protect their conference with a PIN and monitor and manage meetings by muting, adding, or dropping individual participants as necessary. A web-based interface provides not just the ability to schedule resources on demand, but to streamline participants' experience by providing links and information tailored to their needs.

SERVICE FEATURES

The communication methods and capabilities featured within our UCC utility service include the following.

- Internet Protocol (IP) Telephony
- High Definition Video
- One-to-Many & Many-to-Many Conferences
- VoIP Gateways
- Public Switched Telephone Network (PTSN)
- Unified Messaging, Instant Messaging & Presence
- Team-Based Collaboration Tools
- Customer Contact Center

END TO END

At TenFour we understand that excellent communications are an important part of your future infrastructure, but UCC alone does not make a business successful. That's why, in addition to UCC, we deliver our utility model across every facet of your business's IT infrastructure.



Wide Area Network



Local Area Network



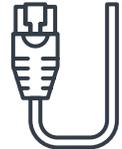
Internet of Things



Data Center



Network Security



Physical Infrastructure

ABOUT TENFOUR

What got you through the Information Age won't get you through the Digital Age. You need new tools.

We've created a new type of IT infrastructure company. We build exceptional, private domain global IT infrastructure that is simplified, has fewer defects, and costs less to operate than traditional models. And we don't just build and operate your IT infrastructures; we own them.

We're not a Cloud computing company, but we've taken the Cloud model and extended it beyond compute and storage to core components, platforms, and services, such as routers, switches, wireless access points, IP phones, IoT devices, and so much more which has traditionally been "uncloudable." The best part is: just like electricity and water utilities, you pay only for what you use, when you use it.

LET'S GET STARTED

You're building the future of your company, but you don't have to build it alone.

Reach out to **+1 973 267 5236** or email **hello@tenfour.com** to see how TenFour's UCC utility service can help ensure everyone throughout your organization is speaking the same language.