

# Benefits and Features



## **24x7x365 Support of complete voice and collaboration platform and applications**

- Pay as you go
- E-Rate Eligible
- Enhanced Flexibility
- Increased Agility
- Improved Disaster Recovery

## **24x7x365 Proactive Monitoring and Support of the Network- Manage and support everything in the voice path (LAN, WAN) - Voice Gateways, Switches & Carriers**

- Have full time team supporting not only your voice collaboration platform & applications, but also your network – a team of highly skilled and certified engineers at your finger tips
- Cisco TAC ownership – own case resolution from start to finish
- Ownership of RMA process of on-premise hardware with complete solution
- Monitor & Manage circuit connectivity from end-to-end – eliminates finger pointing vs. hardware manufacturer and carriers
- Hosted Café is the single point of contact

## **More than just voice – Hosted Collaboration includes; Jabber, Presence, Unified Messaging, Desktop Video, Single Number Reach, Mobility, and support for all Cisco IP Phones.**

- Jabber – instant messaging, presence, view voicemail, desktop video, on multiple devices
- Single Number Reach – ability to ring your IP Phone, then ring a secondary phone (ie. Mobile)
- Unified Messaging – email notification and message file in your inbox

## **MACDs – Moves, Add, Changes, and Deletes Included in the System**

- Modify the extension on a phone
- Modify the calling permissions on a phone
- Modify the voice mail settings on a phone
- Modify the settings for voice mail notification
- Modify the call center or hunt group team members

## **Evergreen**

- No longer have to pay to upgrade your on-premise system. Upgrades are included in monthly cost. No need to maintain UCSS/ESW (maintenance) costs. Do not have to upgrade and maintain upkeep of multiple servers for different applications. Example: Paging server, faxing server, etc



## **Business Continuity/ Disaster Recovery - Your system is located in Enterprise-Class Data Centers**

- Cisco Powered
- Redundant Power & Architecture
- Multiple Carriers into our Data Centers
- Diesel Generators & Cooling
- SIP Trunking
- SOC II Certified

## **A-La-Carte Applications Available – You no longer have to make the investment in servers that go end of sale and end of support. Applications can be added when you choose without the minimum license investment, annual maintenance, upkeep and support.**

- Desktop Fax – Hosted faxing for inbound and outbound. Replace old fax machines, go paperless
- Hosted Paging – Audio and Text to the speakers of IP Phones, supported and always the latest version
- E-911 – Emergency notification location specific support available by address or to the classroom level, all hosted and maintained.
- Attendant Console – PC client interface delivering presence, drop & drag call handling and visibility of all the district for main receptionist
- Contact Center – Call queuing, Supervisor & Agent desktops, and Call Reporting Statistics.
- Call Recording – Hosted call recording, screen/desktop capture, work force management and other call recording features all available on a per-user hosted perspective.



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