

Take your business to the next level with fully integrated unified communications



ALL-IN-ONE COMMUNICATIONS AND COLLABORATION

Wherever work takes you, a better way to communicate needs to come, too. With Elevate, a full office communications suite goes wherever you go.

Elevate combines a feature rich business phone system with video conferencing, chat, contact center, file sharing, and more with the integrated mobile and desktop apps that allow for wherever, whenever communication.

And with Elevate, they are all available on one integrated, secure, reliable, and easy-to-use platform.

ELEVATE BENEFITS



INCREASE PRODUCTIVITY AND COLLABORATION

- Communicate how you want, wherever you are, with integrated voice, chat, video conferencing, screen and file sharing, and file backup
- Work from virtually anywhere, at anytime, on any Chromebook, iOS or Android-enabled smart device
- Switch seamlessly from your desktop to your mobile device, and vice versa, with integrated mobile and desktop apps



LOWER COSTS

- Consolidate voice and data onto one network
- Reduce infrastructure and operating costs with no additional hardware to buy
- Flat, per-user rates with no hidden fees and month-to-month contract options



ELEVATE BENEFITS (CONTINUED)



INCREASED RELIABILITY

- Includes 99.999% financially-backed uptime SLA
- Proprietary Intermedia VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency



HIGHLY SECURE

- Triple Guard Security™ protects user access, secures applications, and defends the cloud infrastructure
- Secure datacenters, a certified security team, encryption, password management, 2FA and more safeguard your data against cyberattacks
- Multi-pronged approach eliminates the complexity and gives you peace of mind that your data is protected



SIMPLIFIED SCALING & MANAGEMENT

- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy and can be done online
- Manage service and features using user-friendly HostPilot® portal
- Gain insights on Elevate services with the Service Adoption Dashboard to get the best value out of your cloud communication solutions



BUSINESS CONTINUITY

- Elevate automatically rings to all of your end points (desk phone, mobile, etc.) with every call
- In the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)

THE ELEVATE PLATFORM



PHONE SYSTEM

- Cloud-based phone service with 90+ enterprise-grade calling features and excellent network call quality and uptime
- System configuration and call reporting are managed from a single web-based portal
- Protect your business and increase employee productivity with built-in Spam Caller Protection



MOBILE

- The Elevate Mobile App makes any smartphone an essential collaboration tool
- Place and receive calls, see who is available, respond to chat conversations, join video meetings, and more from your mobile device
- Extend your business phone number and extension to your mobile phone
- Sync contacts from popular third-party platforms (Microsoft 365, Google, and more) to your desktop and mobile devices



DESKTOP

- View real-time working statuses of colleagues, place and receive calls, communicate in real-time with team chat, meet face-to-face in HD video, share and store files, and more



VIDEO CONFERENCING

- Meet face-to-face in HD video and share your screen for more interactive and productive meetings with colleagues and customers
- Access to advanced features – like automatic meeting lock, virtual backgrounds, meeting transcriptions, and more



ROOMS

- Enjoy an enhanced video conferencing room solution that allows remote and in-office employees to be seen, heard, collaborate and fully participate in their work meeting no matter their location
- Works with existing audio and video equipment and only requires a small PC and an Android tablet

THE ELEVATE PLATFORM (CONTINUED)



CONTACT CENTER

- Voice, chat, and e-mail queues combine into a single omni-channel experience
- Provide exceptional customer interactions with customizable call flows



PHONES AND DEVICES

- Devices are plug and play, delivered pre-configured to work seamlessly with the Elevate service
- No special setup or technician required
- Includes world-class manufacturers such as Poly, Cisco, and Yealink, with many models to choose from to meet any business need



VOICEMAIL

- Voicemail can be managed and accessed according to user needs. Listen and manage from the desktop phone, or through the mobile app
- Transcribed voicemail messages can be delivered via email, or viewed on the mobile app
- Voicemail can be received or forwarded as a downloadable email attachment



PRESENCE INDICATOR

- Intermedia desk phones and applications include presence – the ability to see whether your company contact is available or busy on the phone
- Desktop phones include a busy lamp field (BLF) in the LCD display that indicates presence
- The Intermedia desktop and mobile apps display presence information alongside each contact in the Active Directory

THE ELEVATE PLATFORM (CONTINUED)



FAX

- Intermedia WebFax is a “virtual” fax service that allows users to receive and manage faxes via the web or email
- Transmits faxes directly from a Windows®-based PC



TEAM CHAT

- Communicate with more than voice and email – use direct chat and private and public channels to have conversations, share files, and more in real-time
- Use direct chat to communicate with an individual colleague
- Use private and public channels to discuss specific topics in groups
- Send and receive unlimited text messages across US, Canada, and Puerto Rico¹
- Access advanced collaboration features like @ mentions, search in chat, replies, rich text editor, and more
- All messages automatically sync across mobile and desktop apps, and are securely encrypted in transit and at rest



FILE MANAGEMENT

- Access files from desktops, laptops, smartphones, tablets, file servers, and the web
- Full control over files, users, devices, and sharing activities
- Real-time backup of all files, mobile photos, and videos
- Point-in-time file restoration for quick recovery from ransomware and other types of data loss
- Up to 10 GB per user of SecuriSync® file storage included²

1. Only available in North America for Elevate with Teams, Pro, and Enterprise licenses.

2. 10GB is only available for Elevate Pro and Enterprise licenses.

ELEVATE EXTEND INTEGRATIONS PLATFORM

Elevate Extend, Elevate's integrations platform, connects powerful voice, chat, video conferencing, and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce® and more – driving higher productivity and increasing customer retention at no heavy cost.



INTERMEDIA EXTEND API PLATFORM

The Intermedia Extend API platform allows you to integrate the features of our voice, video, contact center, and analytics services into business applications (CRMs, ERPs, Ticketing Systems, etc.). Developers can leverage Intermedia APIs to build custom solutions to meet your specific business needs.

BENEFITS FOR YOUR BUSINESS



Increase Productivity

Improve employee and customer experiences by enabling communication capabilities in everyday business apps.



Better Customer Experience

Access relevant customer data at the right time to deliver a more personalized experience.



Access Critical Data

Add employee calling and communication data to your business reporting tool(s).

HOW IT WORKS



VOICE



MEETING



ANALYTICS



CONTACT CENTER



ADDRESS BOOK



Developers use assets to build custom solutions to meet business needs.



End-users use solution in apps & websites.

ELEVATE APPS



ELEVATE DESKTOP AND MOBILE APPLICATIONS

The Elevate desktop and mobile applications transform devices into powerful communication tools, giving users access to:

- **Team chat:** Communicate with more than voice and email – use direct chat and private and public channels to have conversations, share files, and more with colleagues in real-time
- **Video conferencing:** Meet face-to-face in HD video and share your screen for more interactive and productive meetings
- **Calling:** Place, receive, and manage calls from your desktop or mobile device
- **File sharing:** Easily access, share, and collaborate on documents securely from any location
- **Presence:** Real-time working status of colleagues gives more transparency and increases efficiency by letting you know who is available for a quick call, chat, or meeting
- **Mobility:** Place and receive calls, respond to chat conversations, join meetings, and access files from your mobile device – making it easier than ever to stay connected and be reachable wherever you go.

FIND THE RIGHT PLAN FOR THE RIGHT USER

	ELEVATE FOR TEAMS	ELEVATE WITH TEAMS	ELEVATE ESSENTIALS	ELEVATE PRO	ELEVATE ENTERPRISE
Mix & Match	●	●	●	●	●
Free Device		●	●	●	●
Number of concurrent endpoints	Use Microsoft TEAMS apps	1 phone plus apps	1 phone plus apps	5	5
Mobile app		●	●	●	●
Desktop app		●	●	●	●
Unlimited calling	●	●	●	●	●
Auto Attendant	●	●	●	●	●
Call Pickup		●	●	●	●
Caller ID	●	●	●	●	●
Hunt Groups with Agent Log in/out		●	●	●	●
Call transfer, Call Hold, 3-way calling, Music on hold	●	●	●	●	●
Paging		●	●	●	●
Call park/Pickup		●	●	●	●
Intercom		●	●	●	●
SPAM Call blocking/tagging	●	●	●	●	●
911 admin notification	●	●	●	●	●
Voicemail	●	●	●	●	●
Voicemail transcription	●	●		●	●
Call recording	●	●	●	●	●
Web fax		●		●	●
COLLABORATION					
Presence detection		●	●	●	●
2-Way presence sync		●	●	●	●
1 on 1 and group messaging			●	●	●
Business SMS (Individual and Company)		●		●	●
File backup, sync and share <small>*amounts may vary based on when and how the license was purchased</small>			5 GB/user	50 GB/user	200 GB/user

	ELEVATE FOR TEAMS	ELEVATE WITH TEAMS	ELEVATE ESSENTIALS	ELEVATE PRO	ELEVATE ENTERPRISE
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VIDEO MEETINGS AND CONFERENCING

HD video conferencing			4 participants	100 participants	200 participants
HD audio conferencing			200 participants	200 participants	200 participants
Dial in Numbers			Local	International	International
Elevate Rooms			●	●	●
Screen sharing			●	●	●
Compact Mode			●	●	●
Unlimited recordings				●	●
Screen annotation			●	●	●
Transcripts & meeting insights				●	●
Calendar Sync			●	●	●
In Meeting Chat			●	●	●
In Meeting Notes				●	●
End to end encryption				●	●
Meeting Security (Passwords, lock, attendees permission controls)			●	●	●

ELEVATE ENVISION ANALYTICS

QoS Dashboard	●	●	●	●	●
Call History	●	●	●	●	●
Wallboards		●		●	●
Detailed contact center analytics		●		●	●

ELEVATE EXTEND INTEGRATIONS

Active Directory	●	●	●	●	●
MS Teams Calling	●				
Chrome (click to call), G Suite, Outlook, Slack (meeting integration), Outlook/Office 365 meetings integration), Generic CRM screen pop		●	●	●	●
Sugar CRM, Zoho CRM, Zendesk		●		●	●
Salesforce, ServiceNow, NetSuite, MS Dynamics		●			●

	ELEVATE FOR TEAMS	ELEVATE WITH TEAMS	ELEVATE ESSENTIALS	ELEVATE PRO	ELEVATE ENTERPRISE
ADVANCED HUNT GROUPS					
Agent Log in and Log out		●		●	●
Call queuing, Configuration Wrap up time, Configurable agent removal from the queue, Greetings Management	●	●		●	●
Smart Greetings and additional call recording storage		●		●	●
Scheduled and Graphical Reports		●		●	●
Supervisor functions (Monitor, Whisper, Barge)		●		●	●



QUESTIONS? CONTACT US TODAY!

BSB Communications

586-800-5020

BiZ_DEV@GoBSB.com
<http://WWW.GoBSB.com>