Business Cloud Communications

Powered By **cymbus**

Next-Gen UC: All-in-One Communication and Collaboration Services for SMBs

Cymbus's full-stack Cloud Communications Platform delivers a unified communications product suite with the flexibility to meet a wide range of user requirements, preferences, and cloud readiness for small to medium businesses.

Business Cloud Communications is a robust and flexible communications solution that is purpose-built with mobility and team collaboration in mind. Business Cloud Communications offers 3 tiers of service, offering a range of functionality including auto-attendant, extension-to-extension dialing, customizable calling plans, advanced call handling features, Cymbus apps for mobility, and collaboration tools for team messaging, video conferencing, and screen sharing.

Business Cloud Communications is compatible with an extensive and growing list of IP phones, as well as mobile devices and desktop and laptop computers with the Cymbus app. Using the Cymbus softphone app, users can extend their business identity and features to other devices—including smartphones, tablets, and PCs—and your team can adopt a cloud-based phone service without being required to move to an all-IP system.

TRULY UNIFIED COMMUNICATIONS

In a world where working from home is the new normal, remote work tools are critical. Unified Communications (UC) is more than just a convenience — it's a requirement. Aside from the obvious increase in productivity and cost savings, the measure of UC impact will be seen in how businesses can reshape their legacy from highly manual, individualized, and latency prone solutions, to optimized business processes.

Businesses need a communications solution that will work on a wide variety of laptops, smartphones, and tablets, and work with their business voice services. The Business Cloud Communication solution is a superior, customizable, and highly interoperable solution will help your business success now, and in the future.

With a Full-Stack Unified Communications Solution, a Company with 100 Employees Can Save:

- 191 hours'/day company-wide
- 6,207 eight-hour days
- Equivalent to more than 27employees/year

Turnkey Solution

Everything is included. No upfront equipment needed, allowing users to avoid the burden of upgrading technology because their services live in the cloud.*

Carrier-Grade Solutions

Offering next-gen technology allows users to leverage carrier-grade solutions, regardless ofthe scale of their business, and take advantage of lower upfront costs and next-gen technology.

* Lease or purchase of IP phones may be required, to learn more ask your sales representative

BUSINESS CLOUD COMMUNICATIONS
STANDARD

Voice Features Benefits

- **Feature Rich**: Access features like auto attendant, custom schedules, ring groups, voicemail to email and more.
- **User Portal**: Customize your call experience, and configure a variety of settings on your IP phone within the easy to use Voice Portal.
- **Scalability**: As businesses change and grow, the ability to quickly and seamlessly scale up — or down — becomes a necessity. Cloud voice will scale to your needs. In minutes, easily add extension or additional direct numbers.
- **Disaster Failover Plan**: Safeguard your connectivity in the case of an emergency. Whether it's a network failure or natural disaster, call routing is in the cloud — instant forwarding ensures you stay connected.
- **Comprehensive Support**: It's all covered - Cloud provisioning, upgrades, security, enhancements and maintenance. With hosting in the cloud, there's no need for an IT team or specialized skills to manage the system.
- **Productivity Gains**: Organizations with team collaboration tools can recognize the following benefits;
  - Improved collaboration up to 70%
  - Facilitate increased productivity by up to 30%
  - Increase in employee efficiency 29%
- **Reduce CAPEX**: Save with a single provider, with no upfront CAPEX needed with our cloud-based SaaS model. Team collaboration tools are proven to provide a decrease in operational cost by 12%.
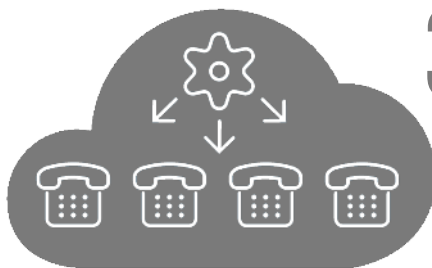
30% Companies that move their phone system to the cloud get up to a 30% reduction in expenses related to conferencing tools.[1]

NEMERTES FOUND THE TOP FIVE CAPABILITIES SOUGHT AFTER BY ORGANIZATIONS FOR THEIR COLLABORATION TOOLS INCLUDED;

- End-to-end encryption (41.1%)
- Video and audio conferencing (40.4%)
- Low cost (36.3%)
- On-premises option (32.6%)
- Message export (24.4%)

Source: Nemertes, "Visual Communications and Collaborations Research Study: 2020-21",2020

All-in-One Communication App

Calling, messaging, video conferencing in an easy-to-use softphone app. Providing bundled solutions that reduces the need to pay for and support numerous communication solutions.

Desktop and Mobile App

Experience seamless communication whether at a desk, on the move, or working from home.

Auto-Attendant

Automatically transfer callers to the right person or department, without the need for an operator or receptionist.

Key Features

- Complete communication solution
- Easy-to-use admin portal
- Contact management & high interoperability
- Local and long-distance calling
- Device provisioning

Business Cloud Communications
ADVANCED

Mobile Apps, Messaging and More

HASSLE-FREE VIDEO CONFERENCING

- Mobilized Workforce: Transform your workforce through mobile apps which turn personal mobile devices into extensions of the employee's office phone. 55% of employees feel that a mobile app would help them become more engaged with their company. The Cymbus mobile app provides a significantly greater range of flexibility for your organization, allowing for bring-your-own-device (BYOD), any range or corporate device, tablets, or desktops.
- Instant Messaging: Group chats and 1:1 messaging enables virtual workers to communicate, engage, connect more effectively than those only using only traditional collaboration staples like phone systems, and email.
- Advanced Provisioning: Cloud provisioning provides your IT team the ability to help users faster and easier than ever before. Literally within minutes of joining the team, a new hire can get their own phone number, download the app and sign in with their credentials (instead of yet another email).
- Presence: In the past, it's was easy to talk to coworkers. You could turn your chair around, or walk down the hallways. Presence allows you to determine a user's availability at a glance. The feature can identify available, busy or away users to expedite locating an available co-worker, to assist with an internal inquiry, or serve a customer.

Cloud-based phone systems enable businesses of any size to manage communication services in a less costly, more streamlined and agile manner.

BUSINESS CLOUD COMMUNICATIONS
PROFESSIONAL

HD Video, Conferencing and Collaboration

- Video, Audio and Web Conferencing: Virtual meeting rooms support up to 200 participants for video, audio, and screen sharing with robust host controls and external guest access. Companies that move their phone system to the cloud get up to a 30% reduction in expenses related to conferencing tools.
- Screen Sharing and Presenting: Share your screen on demand one on one, or invite multiple people to view your screen in a virtual meeting room or a dedicated collaboration session.
- Group and Private Chat: Send and receive to everyone in the conference, or individual participants.
- Meet on any Device, Anywhere: Host or present on any device with the Cymbus app, including any web browser.
- Secure Meetings: All sessions are encrypted for advanced security
- Feature-Rich Host Capabilities: View, manage, mute/unmute, assign video, presenter control, lock participants and more.
- File Transfer: Drag-and-drop or attach files to messages to share instantly with your team.