

## Communication from Swiss Cloud Services

Great companies distinguish themselves by communicating efficiently and seamlessly with customers and partners. Decisive and fast information delivery makes it possible to optimize utilization of human assets while providing maximum accessibility of relevant, real-time operational data. Unified Communications as a Service (UCaaS) gives companies the tools necessary to make all of this possible. It streamlines communication infrastructure, thereby unburdening internal IT units from dealing with operational inefficiencies, so that they can focus on proactive, growth-oriented tasks.

## Our Offering

UCaaS offers a unified software package with a wide range of features and service options. All standard communication instruments are supported: e.g. Presence, Chat, Video, and Screen Sharing. As well, a range of optional, modular add-ons, while also rendering 3<sup>rd</sup> party applications of additional vendors a thing of the past.

Another advantage is the seamless integration into the existing infrastructure. This means that peripheral systems e.g. Active directory and Microsoft Exchange can easily be integrated into b+s Cloud Services.

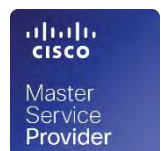
## How You Benefit

Because UCaaS obviates the need for system updates and upgrades, investment and maintenance costs are reduced. Adding new users, streamlining business processes, and installing new modular software features, as they are needed, mean that you can focus on growing your business rather than just managing it. Above all, the “pay as you use” model of the UCaaS means that you only pay for services you need, and only pay for them as much as you use them—this is the essence of service delivery optimization.



### Benefits at a Glance

- Operation costs are minimized in a «pay as you use» model
- No investment or maintenance costs
- Highly flexible activating and deactivating of attendees
- Quickly add new functions or adjustments
- No costs for Lifecycle Management and Upgrades
- New functions available without investments
- Smooth integration into existing company organisation
- Integration from several 3rd party applications
- Customer-specific choice of MPLS and telephone network providers
- All-IP readiness





## Service

The service provides three role-based profiles:



**Profil Telephony** for a simple workplace and the utilization of analog telephones and fax devices.



**Profil Collaboration** for a versatile office-workplace with modern communication instruments.



**Profil Mobile Collaboration** for a versatile office-workplace with modern communication instruments and a number of devices.

Each Profile contains a variety of options which simplify collaboration:

- Voice and Screen Recording Suite for MiFID II compliance as well as integrated Analytics
- Attendant Console
- Call Recording
- Jabber Self Service
- Extended functionality for hunt group
- Phone services (e.g. redirections, Secretary function switch, phone lock, etc.)
- CRM integration
- Comprehensive statistic and accounting tools

The following terminals can be used in conjunction with UCaaS: desktop (soft client), telephone, smartphone, tablet, video, and conference systems.

Complementary and fully integrated Contact Center as a Service (CCaaS) is additionally available in our cloud service portfolio.

Connection to the public telephone network takes place in the data center. This means a quick migration where all existing call numbers are transferred over. Optionally an existing SIP trunk from the customer can be connected to the customer's network works via MPLS or internet.

## Partner Ecosystem

Bucher + Suter offers and operates UCaaS together with IT-partners which overtake the general contractor role. Each of our reselling partners is highly specialized in modern collaboration solutions, is Cisco certified, and regularly audited.

## Product Features

- Operated from two Swiss data centers
- High availability thanks to geo-redundancy
- Integrated access to the public telephone network
- Highly scalable (minimum of 10 users)
- Comprehensive Business Telephony and Unified Communications
- Several optional functions for Business Telephony
- MiFID II compliant voice and screen recording option
- Proven technology and steady development by the market leader Cisco
- FINMA compliant
- CCaaS as an option for the professional Contact Center