

# UCx Hosted Unified Communications

**SBI** Small Business Integration, LLC

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Put the power of unified communications to work with UCx.

In today's hyper-connected world, "work" is no longer a place we go — it's an activity that we do. A desk phone might as well be a ball and chain, tethering you to convention. To be successful in this virtual work environment, you need to have access to your colleagues, customers, business data, and applications on *any* device and *any* network.

TPx's Unified Communications platform, UCx, will energize your team with interaction, collaboration, connection and enhanced productivity.

UCx will bring many benefits to your business, including:

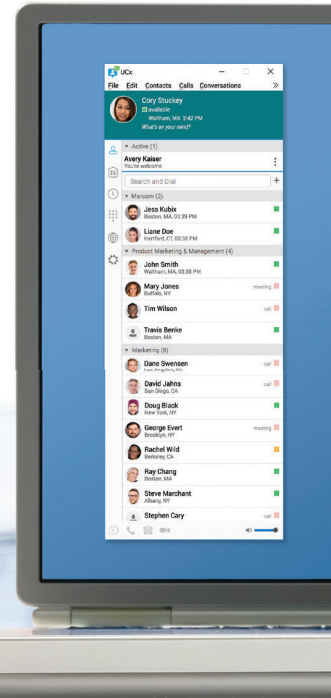
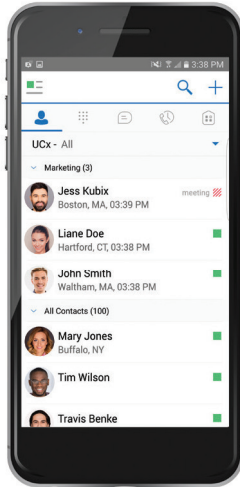
**A new, yet familiar way to communicate** UCx provides a full set of intuitive next-gen tools that help your communications flow naturally and effectively. You'll give and receive information quickly with the ability to call, chat, share your desktop, or transfer a file in real time.

**Faster, more streamlined business processes** Since UCx integrates several functions into a single application, your team can collaborate easier and faster than ever before — no more waiting around for email



## The power of flexibility

UCx gives you seamless access to your business communications from any device...



or voicemail. UCx also integrates with many other business applications such as Outlook, Salesforce, and SugarCRM.

**An easy evolution to cutting-edge UC services** Because UCx is a hosted service, you'll always have immediate access to new features as soon as they become available, without having to purchase and install new hardware.

**QoS over our network or yours** UCx can be delivered to your facility on a TPx circuit, or "over the top" of 4G LTE or your existing bandwidth with our managed services router using SD-WAN technology. We ensure the performance of your applications with guaranteed Quality of Service (QoS).

**No upfront capital investment** Don't spend tens of thousands of dollars on a phone system before it's even installed. With UCx, you'll free up more of your resources to invest in projects that will take your business to the next level.

## THE POWER OF CHOICE

UCx integrates multiple functions into a single app you can use on your desktop and mobile devices.

**Voice Calling** Place and receive calls on your desk phone, mobile phone or computer using your business line identity. Seamlessly move calls between devices.

**Video Calling** Instantly start HD video calls and multi-point video conferences using the camera on your computer, desk phone or mobile phone.

**Instant Messaging** Chat and share files with anyone in your company. Move a chat to voice or video with a single click.

**Presence** See if your contacts are available for communication. Your status automatically updates to “busy” when you’re on the phone or in a meeting.

**Desktop Sharing** Instantly share your desktop without having to move your meeting to another platform.

**Mobility** With our fully-featured smartphone app (available for iPhone and Android), you can access your UCx service from anywhere.

**Collaboration** Invite others to join your own personal collaboration room, even if they are not UCx users.

**Integration** UCx seamlessly integrates with third-party apps and services to help streamline your business processes.

## Admin portal

A key capability of UCx is a simple and easy-to-use self-service portal that gives your designated administrator direct control over the system from any location. The portal allows the administrator to manage many day-to-day changes to your UCx service — including call control, voicemail, auto attendants, mobility features, and more — without needing to contact TPx Customer Care.

## UCx PLATFORM

TPx’s UCx service consists of application servers running enterprise-grade Unified Communications software in SSAE 16 datacenters. This hosted environment simplifies your infrastructure by integrating traffic and performing PBX and other unified communications functions in the cloud. We back all of this up with an industry-best 100% network uptime guarantee (no, we’re not rounding that

up from 99.999%) and 24/7/365 live-answer support from our Customer Care team.

With UCx, voice and video traffic takes priority. When an employee makes or receives a call, UCx immediately allocates bandwidth to the voice and video traffic, but only as long as the call is in process. As your voice needs fluctuate throughout the day, your data bandwidth adjusts to capitalize on the available capacity.

The distributed nature of the UCx service means that your communications infrastructure will still be available in the event of a power outage, storm, fire, or other disaster. Because UCx resides on the TPx network and not on your premises, it’s easy to redirect calls to an alternate location or device if you can no longer take calls at your primary location.

## Add-ons

With UCx, you can activate only the features you need — even on a per-user basis — to make your business as productive as possible. You can choose from these add-ons:

- Auto Attendant
- Authorization Codes
- Hunt Groups
- Custom Music on Hold
- Meet-Me Conferencing
- Call Recording
- Toll-Free Numbers
- Voicemail Transcription
- CRM Integration
- Outlook Integration
- Fax Messaging
- Inbound international phone number

*UCx user bundles make it easy to build UC service to your unique requirements*

## THE POWER OF INDIVIDUALITY

	Standard User Bundles		Call Center User Bundles	
User Bundle	UCx Connect	UCx Power	UCx Agent Standard	UCx Agent Premium
Typical Use	Office-based employee	Travel or work from home	Inbound call queue	Inbound and/or outbound call queue
Included Usage	Pooled	Pooled	Pooled	Pooled
Desktop UCx Client	Basic	Premium	Premium	Premium
Mobile UCx Client		■	■	■
Voice Calling	■ ☎	■	■	■
Video Calling	■ 📹☎	■	■	■
Audio Conferencing	■	■	■	■
Unified Messaging	■	■	■	■
IM & Presence	■	■	■	■
Desktop Sharing		■	■	■
Hoteling	Guest	Guest & Host	Guest & Host	Guest & Host
Fax Messaging	+	+	+	+
Receptionist Client	+	+	+	+
Call Center			Standard	Premium
Call Center Client			+	+

- Standard feature
- 📹 Requires camera attachment on desk phone
- ☎ Requires desk phone
- + Available add-on

For full details on each bundle, visit [tpx.com/support/ucx-bundles](http://tpx.com/support/ucx-bundles)

**Unlimited Usage:** Each user bundle includes 1,000 minutes of domestic outbound voice usage (to the contiguous United States and Canada; other restrictions apply) per month. Minutes are pooled for all users in the enterprise. Calls between users within the enterprise are free and do not use bundled minutes. **Basic UCx Desktop Client:** Instant Messaging, Presence, Click-to-Dial, Corporate Directory. **Premium UCx Desktop Client:** All Basic features plus Voice Calling (Softphone), Video Calling, and Desktop Sharing. **Mobile UCx Client:** Voice Calling, Video Calling, Instant Messaging, Presence, Click-to-Dial, Corporate Directory.



TPx offers full featured Polycom, Grandstream, and Algo devices with the option to purchase or rent. You may also “bring your own device.

- HD voice
- Power over Ethernet
- Caller ID name and number
- Shared line appearance
- Voicemail

Find your ideal combination of speed, flexibility, and cost — all backed by our unparalleled 100% service availability guarantee

### Choose your transport

UCx gives you the flexibility to choose the bandwidth that works best for you.

TPx’s Ethernet access services — including fiber, fixed wireless, and copper — offer a wide range of bandwidth options, from 1 Mbps to 10Gbps. Use these services to expand the capabilities of your LAN and optimize your WAN.

We can also deliver UCx “over the top” of your existing circuit or a 4G LTE connection. With our Managed Services Router, we deliver cutting-edge SD-WAN technology to provide a secure connection that prioritizes voice over data.

### WHY CHOOSE TPX?

- Our 100% service availability SLA is available on any network.
- Our Customer Care team is 100% US-based and provides 24x7 live-answer support for all customer requests.
- All features of our UCx service are fully cloud-based. With some other solutions, if you don’t invest in an on-premises server, you’ll be missing key business productivity features.
- Professional installation is available if you want it, not just if you meet a size or complexity threshold. Our skilled Solution Architects and Trainers will work with you to ensure a smooth implementation.
- We’ve deployed SD-WAN into our network so that it is tightly integrated with our UCx services. This allows us to deploy a single solution for high-quality over-the-top service.
- One size does not fit all! We can mix-and-match UCx bundles to meet your unique requirements.
- TPx offers more than just UC. Our Managed IT and Microsoft® Office 365 services will ensure that all of your IT assets — not just the phone system — are healthy and strong.