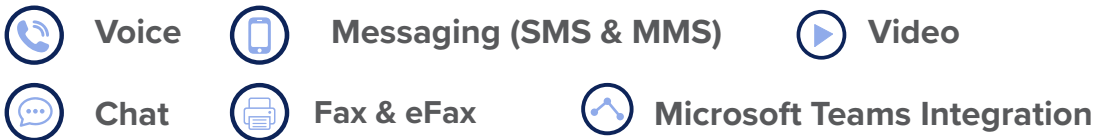


# WHAT IS UCAAS?

Future-proof technology aimed at improving and consolidating employee collaboration and communication both internal and external.

## Unified Communications as a Service

UCaaS refers to a cloud-based phone system that allows users and administrators to easily access collaboration tools with unparalleled redundancy. A suite of cloud-based collaboration tools, in a single pane of glass, including:



## Why buy a UCaaS Solution over a legacy on-premises phone system (PBX)?

- **Cost-effectiveness:** UCaaS eliminates the need for upfront hardware and software purchases, instead offering a subscription-based model that spreads out costs over time.
- **Scalability:** UCaaS easily adapts to changing business needs, allowing you to add or remove users without the hassle of adding or removing physical equipment.
- **Accessibility:** UCaaS enables seamless communication from anywhere, as users can access their phone system and other communication tools through any device with an internet connection.

## How does a UCaaS system work?

1. Users access the UCaaS platform through a web browser, desktop/laptop client, or a mobile app.
2. The platform connects to the UCaaS provider's highly-available cloud servers.
3. The cloud servers handle all of the communication and collaboration functions, such as making, receiving, and recording calls, hosting video conferences, integrations, and sending instant messages including internal chats and SMS/MMS.
4. Users can access their UCaaS features from anywhere, in a secure environment, as long as they have an internet connection.

## Benefits you need:

- **Cost Savings** • **Global Reach and Scalability** • **Enhanced Collaboration**
- **Remote Work Flexibility** • **Improved Customer Service** • **Simplified Cloud-Based Management**
- **Security and Compliance** • **Integrations with Business Applications** • **Future Proofing**