



# Communication works best when it's aligned.

## Alliance Is Our Unified Communications Solution - Where All Devices Come Together in One Experience. Everything on the Cloud, in a Single Environment.

### **Avoid Revenue Disruption**

Alliance allows you to remove the need to 1) support your depreciating communication asset, 2) keep all communication software up to date, and 3) be responsible for all moves, adds, changes and disconnects (MACD) of your users. And because our UC platform resides at redundant data centers, you can rest easy knowing you will avoid the revenue disruption so many companies fear.

### **Process Optimization**

We've already solved the problems you may not even know you'll have, and we've solved them for all kinds of companies. Let us solve yours.

### **Lift & Shift**

Your IT team's time is better spent on higher value activities. Put the communications burden on our shoulders so they can focus on more strategic missions.





## Unified Communications as a Service (UCaaS)

Let us customize a solution for you that saves time, conserves resources, and allows you to move ahead without missing a beat. All devices, one experience. Some of our features include:

- Desk Phones & Soft Phones
- Basic, Advanced & Group Telephony Features
- Instant Messaging & Presence (IM&P)
- Voicemail to Email
- Application Integrations
- Mobility Features
- Audio, Web & Video Conferencing
- Desktop Sharing
- Speech Recognition
- Interactive Whiteboards
- SMS & FAX

Everything on the cloud – in one unified environment – customized for your specific situation, and infinitely scalable. Subscription-based, future-proof, and ready to grow at the same speed you do.



## Contact Center as a Service (CCaaS)

Our CCaaS offering is fully customizable to your technology. It integrates seamlessly into your core applications, no matter what they are. And it's cloud-based, which improves the performance and reduces your operational costs. It also makes it supremely scalable. A sample of our features:

- Call Queues
- Priority/Skills-Based Routing
- Inbound & Outbound Voice Services
- Advanced IVR
- Omni-channel (phone, email, chat, SMS)
- Application Integrations
- Text-to-Speech
- Real-time and Historical Reporting
- Wall Boards
- Call Monitor (silent, whisper, barge)
- Agent Login/Logout Status Control
- Agent/Group Status & Statistics



## SIP Trunking

A cost-saving commodity that's both flexible and scalable, SIP trunking is a pipeline that carries the voice traffic from your phone to the public phone network. Like UC and CCaaS, SIP trunking is cost-effective, scalable, flexible, has multiple-location coverage, and is a lifesaver in disaster recovery situations. Other benefits include:

- Toll-free and local DID e911
- Carrier Blend – Least Cost Routing
- Telephony-Agnostic
- Unlimited U.S. Usage Plans
- 3rd-Party Toll Free RESPORG for Independent Backup Routing
- Unrestricted Number of Call Path Plans
- Carrier-based Rate Deck plans

# Why Alliance?

## **Scalable**

Growth plans let your UC solution grow at the pace of your business. You pay only for what you use.

## **Empowering**

Give employees access to their communications tools no matter where they are with mobility features and apps.

## **Fast & Easy**

It requires zero infrastructure and almost no equipment.

## **Lowered Costs**

Streamline communications expenses by bundling your products and using only one vendor, which lowers your total cost of ownership and reduces maintenance and management costs.

## **Manageable**

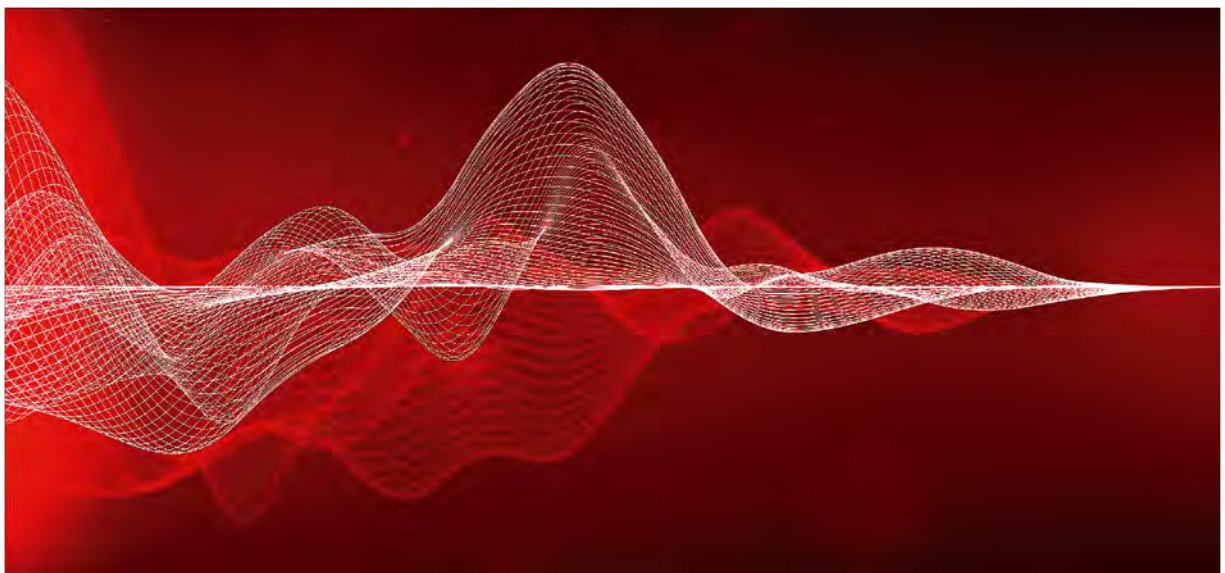
Manage your UC through web-based portals, or we'll manage it for you.

## **Worry-free**

Business continuity and disaster recovery is inherent because everything is in the cloud. If something stops working, Alliance automatically moves your system to a different place that is working.

## **Simple**

Easily deploy, maintain, and administer your cloud solution to simplify and consolidate business communications and collaboration.



# Why NETRIO?

## Expertise

We're high-touch and customer-service focused. With Alliance, the entire communications piece is managed for you. This allows us to offer you support 24/7/365, so if there are any issues, we manage them.

## Affordable

We make this service affordable to you by tailoring the technology to what's most appropriate for your situation, from leveraging our own products to utilizing other offerings with more robust features.

## Customized

We will customize our platform to your unique needs so that you aren't getting more than you need (and also aren't getting less). We provide integration into your core applications to make your agents as efficient as possible.

## Service

Just like everything else we do, we are wholly devoted to the relationships we have with our customers. That translates to white-glove treatment that our competitors just can't match.



**McKinney Office:**  
116 N. Tennessee St. Suite 200  
McKinney, TX 75069

sales@netrio.com  
214-888-8500

www.netrio.com

**Austin Office:**  
807 Brazos St. Suite 206  
Austin, TX 78701