



**STRATOSPHERE**  
NETWORKS



# ELEVATE YOUR COMMUNICATION CAPABILITIES WITH UNIFIED COMMUNICATIONS AS A SERVICE (UCaaS)

All kinds of products and services have become available via the cloud in recent years for businesses seeking greater flexibility, accessibility and scalability. Unified Communications as a Service (UCaaS) solutions – commonly known as cloud phone systems – have emerged as one of the most popular types of cloud offerings.

Between late 2015 and early 2019, the number of UCaaS subscribers doubled, exceeding 8 million, according to Synergy Research Group. The UCaaS subscriber population is expected to keep expanding, driven by enterprise customers in particular, with a projected 26 percent average annual growth rate during the next five years.

In an increasingly mobile, fast-paced world, it's easy to see why businesses are adopting cloud-based communication solutions offering collaboration capabilities across multiple channels (such as video conferencing, text messaging, web chat, and more) and all types of devices. UCaaS platforms from top cloud solution providers can help your organization operate more efficiently than ever before, deliver exceptional customer service, and stand out from the competition.

Contact us at: [877-599-3999](tel:877-599-3999) or [sales@stratnet.com](mailto:sales@stratnet.com) for more information.

# WHY UCaaS APPEALS TO BUSINESSES TODAY

It's impossible for a business to survive in today's digital world without modern communication capabilities. Your team's ability to connect and collaborate effectively with colleagues and clients alike is the key to efficiency, productivity and overall success. A UCaaS solution can help optimize operations for your organization with the following advantages.



**Better business continuity and more uptime.** If disaster strikes (e.g., you get hit by a severe storm, power outage, or some other calamity), an on-premise phone system will crash and become useless. A cloud phone system will stay up and running since it isn't hosted on site, and you can still access it through a mobile app.



**More mobility and higher productivity.** With UCaaS, you can communicate via various channels using mobile devices such as smartphones and tablets. That means your team members don't need to be at their desks to collaborate with coworkers and stay in touch with clients. This ability to use mobile devices to get work done and participate in meetings on the go means that your team can get more done than ever before.



**Greater flexibility and scalability.** With a cloud-based communications solution, you can easily add or remove resources as needed. This is especially advantageous for growing businesses and those that experience seasonal shifts in demand.



**Better customer experience (CX).** Today, consumers expect to be able to contact you not only via voice but also through alternate channels like web chat and texting. UCaaS solutions give you the ability to connect with clients using the channel of their choice. As businesses compete increasingly based on CX, that can make a big difference for your organization.

## UCaaS SOLUTION FEATURES TO TAKE COMMUNICATIONS TO THE NEXT LEVEL

We maintain an extensive partner network that includes various best-in-class cloud suppliers that offer leading UCaaS platforms. Their offerings come with a variety of notable features that can benefit your business. Here are just some examples of common UCaaS solution capabilities your organization could leverage to improve CX and boost efficiency.

Please note that not all UCaaS solutions offer all of these features. The specific set of capabilities will vary depending on the provider you choose.



### **Integrated multi-channel communication:**

Consolidate all of your communication channels (e.g., videoconferencing, instant messaging, voice, email, and more) in one platform.



### **Frequent updates to keep pace with changing tech:**

UCaaS platforms update regularly and easily to help keep pace with the technological rate of change for other forms of technology. For example, if your CRM updates, you often need to upgrade your on-premise PBX too in order to maintain integration, which can be expensive and time-consuming.



### **CRM integration:**

Many leading UCaaS platforms can integrate with applications like Salesforce, Microsoft Dynamics and Zendesk.



### **Mobile applications:**

Access your UCaaS solution from any device.



### **White glove services:**

Many suppliers offer best-in-class implementation and support services.



### **Compatible managed SD-WAN options:**

Get next-gen networking capabilities to support your UCaaS solution, all from the same supplier.



**Advanced security and compliance options:** Many UCaaS providers offer next-gen IT security features, such as data encryption, as well as compliance services for HIPAA and other industry regulations.

Contact us at: [877-599-3999](tel:877-599-3999) or [sales@stratnet.com](mailto:sales@stratnet.com) for more information.

# LET STRATOSPHERE DO THE SHOPPING AROUND FOR YOU

Our team of trusted advisors have extensive experience working with a range of leading UCaaS solution suppliers in our partner network. We can save you dozens of hours and a considerable amount of money by tackling the shopping around process for you, in addition to providing your business with the value of our expert insights and analysis.

We can vet and demo multiple UCaaS products. Here are just some of the reasons why our clients choose to rely on our trusted cloud advisors:

- ★ No charges for our trusted advisor services. Our team gets a commission from the supplier you select.
- ★ Guaranteed price parity from all of our suppliers, meaning it won't cost you any more to purchase the solutions through us than it would if you went directly to the supplier. Essentially, the supplier pays us a commission instead of paying their direct sales person a salary and commission, which allows the supplier to have price parity to you, the client.
- ★ 100 percent objective assessment: All of our partners/suppliers pay us approximately the same rate, so we have no reason to favor any of them more than the others.
- ★ Exclusive access to advanced, cutting-edge IT solutions. Some suppliers don't have a direct salesforce, so you can only purchase their products through reseller partners like us.
- ★ Valuable tech knowledge: We make our solution assessments based on more than 15 years of experience in the IT industry, as well as reports that go beyond what even Gartner can provide, with extensive analysis of industry trends based on actual market data.
- ★ Guidance on BroadSoft versus homegrown platforms: Our consultants can leverage their experience and expertise to determine the best option for your business, based on your unique needs and circumstances.

#### References

(2019, February 11). Rapid Growth in UCaaS with Different Vendors Leading in Each Segment. Retrieved from <https://www.srgresearch.com/articles/rapid-growth-ucaas-different-vendors-leading-each-segment>



STRATOSPHERE NETWORKS



HIPAA COMPLIANT



98% CUSTOMER SATISFACTION



600+ HOURS OF COMMUNITY SERVICE



\$80,000+ IN CONTRIBUTIONS & DONATIONS



99% CLIENT RETENTION RATE



5x BEST PLACES TO WORK IN CHICAGO  
CRAIN'S



4x STEVIE BRONZE WINNER  
IT DEPARTMENT OF THE YEAR

Reach new heights by moving your communications to the cloud today.  
Contact us today:



[Sales@StratNetworks.com](mailto:Sales@StratNetworks.com)



877-599-3999

Contact us at: [877-599-3999](tel:877-599-3999) or [sales@stratnet.com](mailto:sales@stratnet.com) for more information.