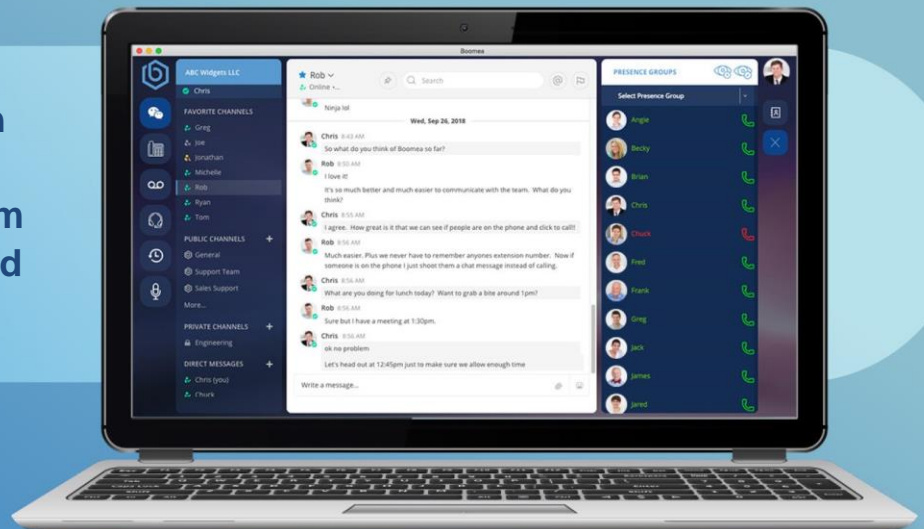# EmCall
from EmTech Enterprises

Hosted PBX/VoIP/Phone Solutions for Unified Business Communications

Prepared for:

Specifically for You

Contact us with your specific needs and we'll provide you with a competitive quote!

Provided by:

EmTech Enterprises
Email**: sales@emtechenterprises.com**
Phone number: **330-773-3113**

EmCall from EmTech offers a cloud-based collaboration platform that's feature-rich and exceedingly reliable.

Thank you for considering EmCall as your unified communication (UC) provider.

Since 2005, EmTech has built our reputation on delivering reliable, quality cloud communications solutions, paired with unparalleled customer service.

This is why our solution integrates the collaboration and productivity tools you need in one highly mobile platform that's as easy-to-use as it is robust. EmTech's team of talented and dedicated employees are ready to go above and beyond to make you happy, and we intend to earn your business each and every day of the year.

More than 10,000 business customers trust us to manage their most critical cloud applications. We sincerely hope you'll join them.

Why should companies choose EmCall from EmTech Enterprises?

More flexible and cost-effective than traditional office phone systems, our solution empowers today's mobile and distributed workforces to stay connected from anywhere, and on any device.

EmCall provides an open platform that integrates with today's leading business apps, while giving customers the flexibility to customize their own processes.

Our end-to-end UCaaS platform offers much more than traditional office phone systems or VoIP business phone service. It includes a comprehensive set of business capabilities that unifies voice, video, messaging and collaboration, SMS, conferencing and online meetings, chat, screen sharing, Contact Center, productivity enhancements, and more.

Unlimited US-Based Support

Our support is provided by our regional state-side engineers and technicians. What does that mean for you? Our customers are not treated as a number nor do they have to interact with a nameless, faceless overseas customer support organization in another time zone! Technology fails from time to time so knowing our support staff are a stone's throw away ensures any and all issues will be resolved efficiently and without delay.

We have perfected the **white glove treatment**—it's what you can expect when doing business with EmTech.

It is our belief that an implementation done correctly translates into greater customer satisfaction and less anxiety for all involved.

Service overview

Business platform with proven reliability

10,000+
Customers

Longevity—Providing service for 11+ years

Quality—Average 4.3 MOS score for VOIP

95%—Customer Retention Rate

99.999%—Average uptime (less than 5 minutes of downtime annually)

100,000+
Seat

Features at-a-glance

UC Client

- Work from anywhere, anytime
- Enterprise contacts and user presence
- Softphone calling
- Click to call
- One, unified interface
- Chat (individual, group, and private)
- Eliminate costly, fragmented tools
- Zero configuration
- Video meetings with screensharing
- Call Center Console
- Productivity enhancement tools, e.g. tasks, notes
- Voicemail—vmail to email and vmail transcription
- Call Recording
- SMS/MMS

Mobile Application

- A desk phone in their pocket
- Fully connected, wherever they go
- Instant mobile onboarding (QR Code)
- Simplified mobile onboarding
- Enterprise contacts
- Make and take calls on the go (from anywhere in the world)
- Instant mobile onboarding (QR Code)

Voice features at-a-glance

- Unlimited calling local and long distance
- Contact Center with detailed analytics and reporting
- Multi-layer auto attendant(s)
- Dial By Name Directory
- Hot Desking
- Dynamic Caller ID
- Text enabled DIDs supporting SMS
- Find me/follow me (digital assistant)
- Call routing based on business hours, after hours and holiday hours
- Three and four digit dialing
- Speed Dial
- Page and Intercom
- Holiday routing and holiday auto attendant
- Caller ID Blocking
- Call Park
- Simultaneous ring
- Electronic faxing; fax to email
- Attended and unattended call transfer
- Call Forwarding
- Conference bridge
- Call hold; customized music on hold
- Commercial(s) on hold by location or call queue
- Busy lamp fields (BLF)

Stability features

- Automatic rerouting in the event of a power failure and/or Internet outage
- Geo-redundant infrastructure
- Prioritized voice (QOS) with router
- Remote configuration changes
- LTE Failover

Management features

- Admin portal
- Detailed call activity reporting
- Call history
- Paperless invoices
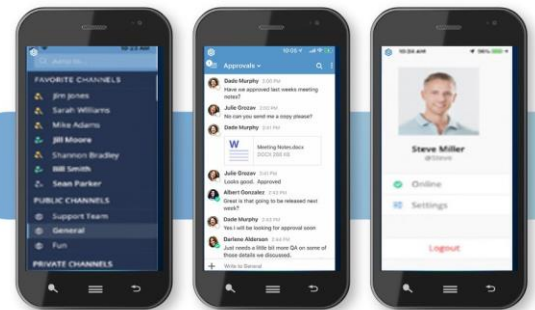
Benefits to your business

Productivity

Our cloud communications solution makes your workforce more productive—never miss a business call!

- **Ring** all your end points automatically (desk phone, mobile, etc.) with every call and in the event that you don't answer, we can route calls to any number you choose (branch office, automated attendant, mobile number, etc.)
- **Communicate** virtually anywhere, anytime, and on any device—creates a more flexible workforce
- **Enable** mobile devices to interact seamlessly with your corporate phone system
- **Transcribe** voicemail messages to text and/or email, allowing for more efficient voicemail management
- **Integrate** voice, chat, video conferencing and screen sharing thereby extending reach and increasing productivity

Reduced costs

No phone system hardware to buy, install, manage, upgrade or replace

- Reduce infrastructure maintenance and operating costs with no additional hardware to purchase
- No more proprietary equipment to worry about
- Your communications infrastructure is always current and up-to-date with the latest features and functionality
- Consolidate voice and data onto a single network

Highly reliable

Our unified communications platform is purpose-built for reliability

- Our five geo-redundant state-of-the-art datacenters virtually eliminate outages and reduce latency
- Highly scalable
- Your communications infrastructure is always available to you in the cloud

State-of-the-art equipment

YEALINK T43U

YEALINK T46U

YEALINK CP960

YEALINK T53W

YEALINK T54W

YEALINK VVX411

Simplified scaling and management across the country

Our platform scales according to your business needs

Order service based on exactly the number of employees in your organization who require services.

Ordering additional service is easy and can be done online—no technician or special expertise required.

Manage service and features using our user-friendly portal.

Easily service large and small locations.

DATACENTER LOCATIONS | Las Vegas, NV | Dallas, TX | Grand Rapids, MI | Ashburn, VA | Philadelphia, PA

Our process

Step 1
Account Set-up

- Documents signed and approved
- Account is assigned a Project Manager

1
Account set-up

2
Manager meeting

Step 2
Meet Your Project Manager

- Confirm details of your implementation, e.g. Line Number Porting, (LNP), your network LAN/WAN infrastructure, detailed requirements, etc.
- Complete project checklist

Step 3
Scheduling

- Choose and finalize install date and time
- Affirm expectations
- Confirm porting date

3
Scheduling

4
Installation

Step 4
Installation

- Install equipment
- Train employees
- Validate that everything is working properly before our technicians depart

Step 5
Account Completion

- Finalize paperwork
- Finalize any modifications required to services
- Billing dates established

5
Completion

Technical Support

Support Hours 9am - 5pm EST
Call 330-773-3113 or email: support@emtechenterprises.com