



PROPEL PRODUCTIVITY & COLLABORATION

The digital age is powering a competitive, modern business landscape that's constantly in flux. **Unified Communications as a Service (UCaaS)** can ignite a more engaged, unified workforce for higher productivity, increased efficiency and a greater return. With more enterprise applications moving to the cloud, there's never been a better time to build your UCaaS strategy.

MicroAge UCaaS offers a unified platform to drive positive outcomes for your clients and your team members.

With MicroAge UCaaS, you can:

- Improve productivity by integrating communication platforms.
- Ensure uptime and business continuity with multiple layers of redundancy.
- Power positive client outcomes—engaging your mobile workforce.
- Reduce in-house IT responsibilities, freeing your team up for innovation.
- Avoid unpredictable, fluctuating expenses with intuitive monthly pricing.
- Customize your approach—creating unique user profiles on demand.
- Amass and maintain a global presence fueled by mobility and connectivity.
- Enjoy a solution that scales with organizational growth and seasonality.

Our UCaaS platform offers support with:

- **Voice:** Soft phones, cellular and traditional handsets
- **Collaboration:** IM, text, file sharing, presence, CRM
- **Email:** Calendar and email integration to schedule across collaboration tools
- **Conferencing:** Audio and video
- **Built-in redundancy:** Geo-redundant Data Center connections
- **Contact Center:** Call recording, coaching abilities, screen-pops, speech analytics (including compliance and phrase-based reporting)
- **Augmented analytics:** Improved customer experience stats and employee education
- **Mobility app:** Enabling smartphone use without exposing private numbers
- **OPEX:** With tax breaks and little to no up-front cost unlike traditional CAPEX models

What's the MicroAge difference?

Let MicroAge guide your UCaaS strategy with more than four decades of IT experience. Our experts have deep knowledge and certifications to support you in navigating telecom decisions for your business needs and growth.

Move faster with technology and demand.

Learn how MicroAge can help. Contact your Account Executive, call **(800) 544-8877** or email uc@microage.com to get started.



The Digital Transformation Experts