TENFOUR

UNIFIED COMMUNICATIONS & COLLABORATION AS A SERVICE

A BETTER WAY

**The nature of business communications is changing every day.
Is your enterprise prepared to adapt?**

The days of communicating with colleagues according to strict schedules and structures are over. In the modern digital economy, agility and flexibility have become vital to an organization's success. As a result, workplace conditions and behavior have shifted to encourage and harness those characteristics, creating an environment that depends more on a free-flowing exchange of ideas than the restrictive communication channels of the past.

Even the term "Unified Communications" is increasingly inaccurate as workplace collaboration occurs in diversified combinations of physical and virtual spaces. Employees expect to not only be able to work from any location, but to communicate with any other employee at any time without losing the flow of collaborative conversations. According to Gartner[1] "By 2020, 25% of organizations will have a catalog of smart workspaces maintained by the IT, real-estate and facilities management departments," with the intent to provide places where geographically diverse colleagues can come together and share ideas.

These complex variables can create tremendous difficulty for businesses in the midst of digital transformation. Behaviors and preferences might change from one individual to the next, and constructing a communications environment that accommodates them all while incorporating new tools is a challenge TenFour is ready to tackle.

Our Unified Communications & Collaboration (UCC) service is built from the ground up to provide maximum flexibility without sacrificing stability. From voice, video, and messaging, to mobile communications and collaboration software our UCC service integrates all of the features you need into one dependable, secure, and scalable communications control and management solution that allows anyone within your environment to communicate on their own terms.

The future of your business depends on the freedom to communicate. TenFour is dedicated to providing it.

HOW WE CAN HELP

From internet-enabled telephones to high definition video conference equipment, instant messaging to team collaboration software, we deliver all of the hardware and software components that comprise your UCC environment in one streamlined, subscription service at a single price you pay per month. We offer three fully dedicated UCC solutions, each able to be tailored to different needs and environments.

By leveraging our experience and expertise we deliver a better UCC experience with fewer defects, more flexibility, and the capability to adapt to your business's constantly changing demands. You never need to worry about decoding a bill or negotiating unexpected charges. Our up-front pricing for each service component includes all of the design, equipment, installation, monitoring, remediation/repair, and administration costs involved in its deployment, as well as future proactive refresh and replacement of outdated gear.

And we don't just install our UCC service and leave you to manage it; we monitor its health around the clock to ensure it's always running at its best and automatically upgrade components with the most up-to-date technology according to a pre-planned, proactive schedule. Flexibility and functionality are top priorities, so we make UCC administration quick and simple by handling routine changes to preferences, the addition and removal of users, and all the software and hardware updates so your IT department can focus less on maintenance and more on new initiatives.

Communication is critical to digital economy success. Should customers need to get in touch, you can maintain those relationships with confidence, knowing that regardless of the channel—voice, video, or messaging—your business can be reached from anywhere and at any time.

BUSINESS BENEFITS

Our UCC service gives you the features and functionality of a custom solution, but with the simplicity and ease-of-use of a subscription service. In addition to top-flight communications and connectivity, our UCC service provides the following benefits to your business:

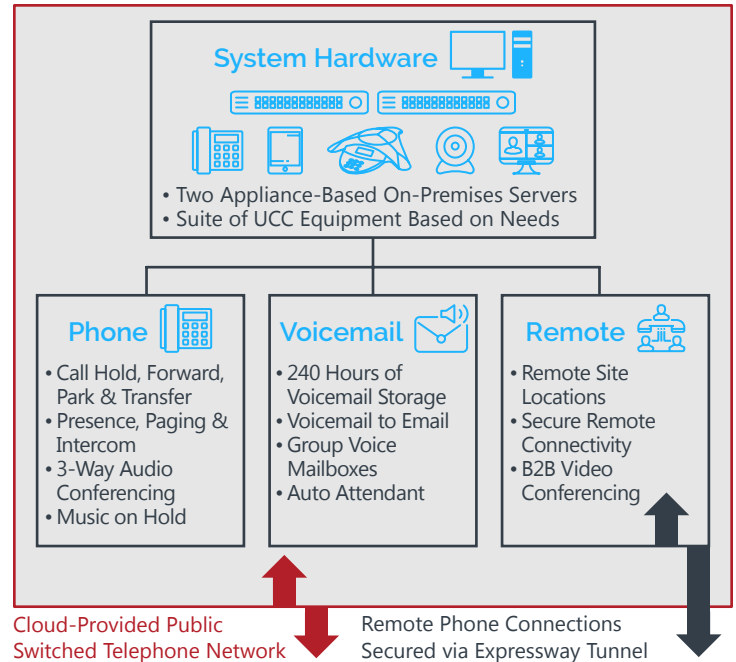|	
Flexibility	It doesn't matter where your IT infrastructure resides or whether you have 30,000 or 100 users, our location-agnostic UCC service is designed to adapt to your organization's unique environment and needs by standardizing equipment, consolidating systems, and evolving with your business. We support the latest authentication, encryption, and communication protocols to secure your data and communications no matter how threats change over time. And should you need any changes made to personnel's access or preferences, we quickly handle them all on your behalf.
Reliability	We provide up to 99.999% availability to all members of your organization, but if an issue arises, our 24x7x365, U.S.-based Network Operations Center (NOC) is always available to proactively or immediately remediate any problem. We use fully redundant and rigorously tested software and hardware components to simplify the equipment variables and ensure systems works together without hassle or headache. And we regularly update your UCC environment with tested software and patches, and refresh outdated equipment on schedule with the latest hardware.
Cost	Our UCC requires no internal support from your IT department, and because we provide the service as a no-risk subscription we decrease not just the hard costs, like capital investment in hardware, but the soft costs: project management and design, repairs and monitoring, contracting and truck rolls, and much more. And by consistently refreshing your environment every four to five years we're able to reduce the costly defects and security risks that come with aging and obsolete technology.

SAMPLE SOLUTION #1: ON-PREMISES

Ideal for organizations with up to 30,000 users, this solution is best suited to medium- to large-sized organizations that have numerous locations that must always be connected. Whether you need wireless, IP, or conference phones, or video chat and conference features, our on-premises UCC service is fully redundant and dedicated and tailored to your operation. We're also able to host this service in TenFour's data center.

Sample On-Premise Pricing		
Number of Users	Annual Subscription (for 5 years)	Month-to-Month Subscription
500 Users	$16.58/User/Month	$22.11/User/Month
1,000 Users	$17.14/User/Month	$22.85/User/Month
5,000 Users	$14.65/User/Month	$19.53/User/Month
10,000 Users	$14.56/User/Month	$19.41/User/Month
20,000 Users	$14.30/User/Month	$19.07/User/Month

Note: Pricing applies to UCC installation and operation.
Hardware, such as phones (desktop, wireless IP, conference, common area, receptionist), video equipment (video phones, telepresence displays), mobile device support, voice gateway, and more are also available as subscription options.

System Hardware
• Two Appliance-Based On-Premises Servers
• Suite of UCC Equipment Based on Needs

Phone
• Call Hold, Forward, Park & Transfer
• Presence, Paging & Intercom
• 3-Way Audio Conferencing
• Music on Hold

Voicemail
• 240 Hours of Voicemail Storage
• Voicemail to Email
• Group Voice Mailboxes
• Auto Attendant

Remote
• Remote Site Locations
• Secure Remote Connectivity
• B2B Video Conferencing

Cloud-Provided Public Switched Telephone Network

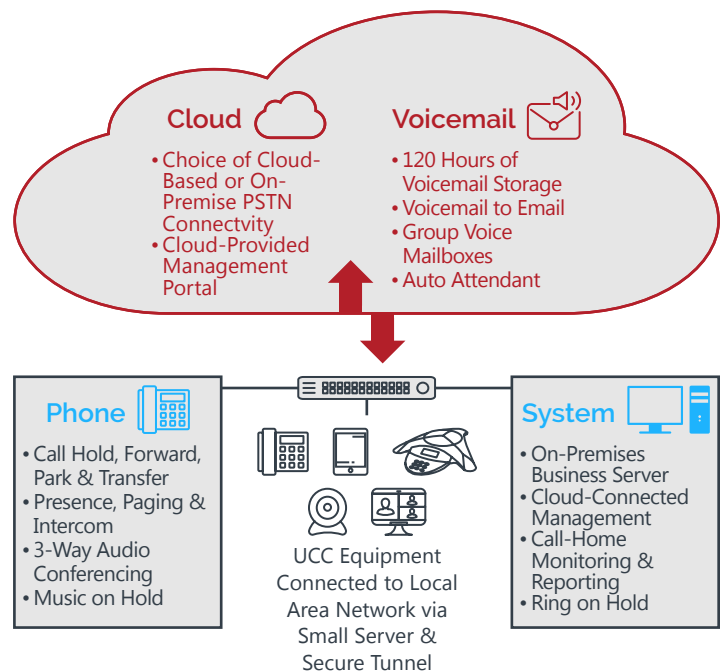Remote Phone Connections Secured via Expressway Tunnel

SAMPLE SOLUTION #2: HYBRID

Perfect for smaller environments with up to 250 users, this solution combines the on-premises reliability of a dedicated UCC service with the flexibility of the cloud. In addition to equipment, our hybrid UCC service includes a suite of cloud-enabled call features and functions without sacrificing the performance and visibility enabled by local area network connections.

Sample Hybrid Pricing		
Number of Users	Annual Subscription (for 5 years)	Month-to-Month Subscription
No Limit	$18.41/User/Month	$24.55/User/Month

Note: Pricing applies to UCC installation and operation.
Hardware, such as phones (desktop, wireless IP, conference, common area, receptionist), video equipment (video phones, telepresence displays), mobile device support, voice gateway, and more are also available as subscription options.

Cloud
• Choice of Cloud-Based or On-Premise PSTN Connectvity
• Cloud-Provided Management Portal

Voicemail
• 120 Hours of Voicemail Storage
• Voicemail to Email
• Group Voice Mailboxes
• Auto Attendant

Phone
• Call Hold, Forward, Park & Transfer
• Presence, Paging & Intercom
• 3-Way Audio Conferencing
• Music on Hold

System
• On-Premises Business Server
• Cloud-Connected Management
• Call-Home Monitoring & Reporting
• Ring on Hold

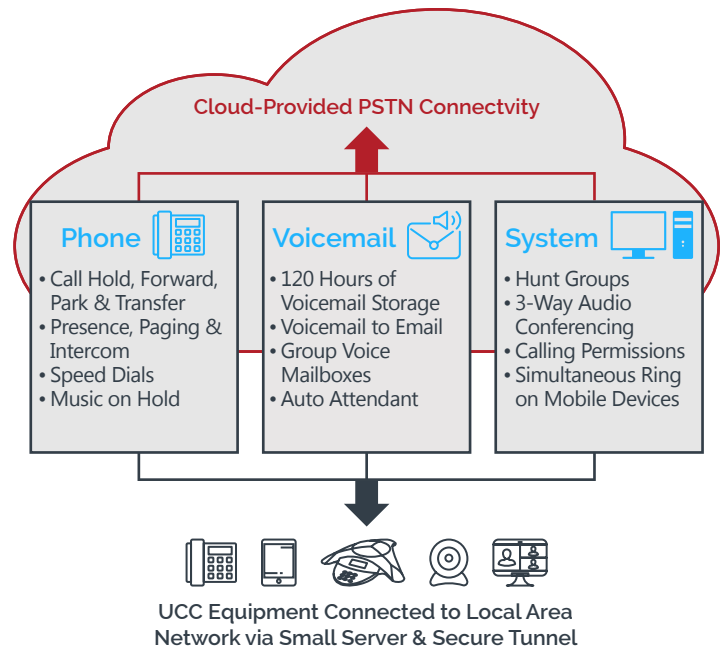UCC Equipment Connected to Local Area Network via Small Server & Secure Tunnel

SAMPLE SOLUTION #3: CLOUD

Best suited to organizations with up to 1,000 users, this solution delivers a complete collection of call functions and features via cloud-based applications and services. In addition to providing the equipment needed, our UCC service monitors and coordinates the secure phone traffic via an internet connection to the local hardware.

Sample Cloud Pricing		
Number of Users	Annual Subscription (for 5 years)	Month-to-Month Subscription
No Limit	$20.88/User/Month	$27.84/User/Month

Note: Pricing applies to UCC installation and operation.
Hardware, such as phones (desktop, wireless IP, conference, common area, receptionist), video equipment (video phones, telepresence displays), mobile device support, voice gateway, and more are also available as subscription options.

Cloud-Provided PSTN Connectvity

Phone
• Call Hold, Forward, Park & Transfer
• Presence, Paging & Intercom
• Speed Dials
• Music on Hold

Voicemail
• 120 Hours of Voicemail Storage
• Voicemail to Email
• Group Voice Mailboxes
• Auto Attendant

System
• Hunt Groups
• 3-Way Audio Conferencing
• Calling Permissions
• Simultaneous Ring on Mobile Devices

UCC Equipment Connected to Local Area Network via Small Server & Secure Tunnel

INCLUDED COSTS & FEATURES

Your time and resources are limited. That's why our UCC service automatically includes these key features:

Embedded Services

- **Catalyst**: Current state assessment & future outcome measurement.
- **Gear**: Need-based hardware & software, with automatic refresh.
- **Beacon**: Always-on remote monitoring, ticket creation & network inspection.
- **Sync**: Day 2 system changes & proactive maintenance.
- **Gearsmith**: Always available team of remote & onsite experts.
- **Shield**: Frontline cyber security built directly into the IT infrastructure.

Hard & Soft Costs

- Executive Dashboards & Reporting
- Training
- Infrastructure Design
- Contracting
- IT Management Systems
- Auditing
- RFP Management
- Single Point of Accountability & Vendor Management

Added Benefits

- Customer Success Baseline & Tracking
- Automatic Technology Refresh
- 24x7x365 US-Based Network Monitoring
- Administrative Changes
- Proactive Maintenance
- Deep Technology Expertise
- Project Management
- Real SLAs
- Performance Analysis
- Monitoring & Reporting

THE NEXT STEP

Whatever your enterprises's needs, we're ready to design and build a UCC solution best suited to connect your employees and achieve your goals. Every enterprise is unique, but we begin our partnership with the same basic steps:

1. **We conduct an independent study of the current state of your IT infrastructure and operations.** We compare this with your future IT needs and goals and begin to develop a plan to redesign your IT infrastructure and improve its operational capacity.

2. **We quantify the business value we will deliver.** What is the impact of our service on your Total Cost of Ownership? What degree of flexibility and agility can you expect from our service? What operational benefits and advantages will we deliver? We want to make sure we are providing maximum value. If we find we can't save you money or make a substantive, beneficial impact on your operations, you get to keep the current state findings and analysis.

3. **We create a roadmap of future goals tailored to your business**, with the objective of improving cost of ownership, agility and reliability, and providing your business the platform it needs to launch critical initiatives. Each year we measure our progress in revitalizing your IT infrastructure and hold ourselves accountable by making sure we're meeting your goals and adapting to new conditions and targets.

And our relationship doesn't end when we install your service. When you work with us, you're not simply purchasing a product; you're gaining a partner and trusted advisor who's focused on your bsuiness's success and growth.

ABOUT TENFOUR

What got you through the Information Age won't get you through the Digital Age. You need new tools. We've created a new type of IT infrastructure company. We build exceptional, private domain global IT infrastructure that is simplified, has fewer defects, and costs less to operate than traditional models. And we don't just build and operate your IT infrastructures; we own them.

We're not a cloud computing company, but we've taken the cloud model and extended it beyond compute and storage to core components, platforms, and services, such as routers, switches, wireless access points, IP phones, IoT devices, and so much more which has traditionally been "uncloudable." No matter how simple or complex the service we provide, you pay one simple subscription price per month. And with our headquarters and Network Operations Center located in Morristown, New Jersey, we're perfectly positioned to support your business. Come and visit any time to see for yourself!

LET'S GET STARTED

You're building the future of your company, but you don't have to build it alone.

Reach out to **+1 973 267 5236** or email **hello@tenfour.com** to see how TenFour's UCC service can help ensure everyone throughout your organization is speaking the same language.

1. Steve Blood, Gartner, Inc. (2018), *Digital Workplace Employees Need Enterprise Communications to Be More Harmonized Than Unified*