Connect your business with Spectrum Business Unified Communications

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As organizations assess various unified communications providers, it's critical to choose a partner that offers guidance along the way — from design and installation to ongoing service and around-the-clock support. Network-based unified communications solutions are ideal as they simplify the process by offering both the network and the service for a more streamlined solution.

While it is possible to put together a unified communications solution by combining the offerings of several different parties — particularly for an OTT implementation — it simplifies matters to have a single point of contact. Because the performance of the unified communications solution depends on the underlying capabilities of the network, having separate suppliers of both can lead to a delay, should problems arise. Spectrum Business® Unified Communications (UC) solutions are offered as fully managed services and delivered over a private, fiber network.
Spectrum Business UC solutions include:

- An easy-to-use, fully managed solution that's delivered and supported — from design and installation through support — by one provider.

- A dedicated account team, including a project manager, design and project engineers, to manage everything from design, to implementation to support.

- A geo-diverse network with multiple data centers, which ensures reliability and business continuity.

Additionally, Spectrum Business UC offers add-on call center capabilities, allowing agents to easily communicate with one another to rapidly resolve pertinent customer issues. As a managed cloud-based service, agents can easily take their calls at their desktop or remotely.

A partner that stands with you
Spectrum Business offers unified communications as a managed service, which gives your organization the confidence of knowing that your network is always up-to-date.

Support is included via local field personnel and 24/7/365 technical support. This way, your technicians are not burdened by day-to-day communications system management. If physical network issues arise, they can be remedied by locally based technicians. Spectrum Business also provides ongoing training throughout the client's contract, ensuring clients get the most out of the solution.

The combination of skilled professionals and logistics capabilities enables Spectrum Business to offer a service-level agreement (SLA) that assures high uptime and fast-problem resolution all the way to each endpoint device provided by Spectrum Business. It's the kind of support you'd expect from a partner that stands with you.

Collaboration has never been more important for businesses than it is today. Whether in the office, on the factory floor, on the road or at home, workers must collaborate with their co-workers to take full advantage of the skills and knowledge of the entire workforce. For these workers and their organizations, unified communications is an indispensable collaboration enabler, providing calling, messaging, video conferencing, virtual workspaces and more in a single application that delivers a unified experience for today's mobile, on-the-go workforce.

Spectrum Business UC solutions bring all of these collaborative capabilities together as a cloud-based service. This eliminates the need for costly and complex on-premises equipment and provides a single monthly bill. It's a powerful combination that gives organizations the quality, reliability and security their always-connected workforce requires.

Learn more about how to keep your workforce and clients connected with a world-class unified communications solution from Spectrum Business.

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