

OUR SPECIAL SAUCE: VIRTUAL TELEPHONY APPLICATION GRID (V-TAG)

Everyone knows not to put all your eggs in one basket, so why risk it with your contact center? With today's emphasis on customer experience, one should know not all cloud contact center solutions are created equal. Introducing 3CLogic's unique distributed architecture—finally a modern day solution designed for the modern world.

NOT ALL CLOUD SOLUTIONS ARE CREATED EQUAL

As cloud computing gains rapid popularity within the business world, the limitations of using centralized cloud architecture have also increasingly begun to show. Quite simply, as more and more internal data is housed and managed within the cloud, the greater the burden on the very platform you rely on to deliver.

As any decent financial adviser would suggest, the importance of diversification is key to any successful form of risk management. Although cloud offers superior flexibility, affordability, and scalability, the vulnerabilities and limitations of a centrally based contact center solution must be addressed.

At 3CLogic, we've combined the benefits of cloud with next-generation "edge computing" technology, distributing the burden of certain data functions and tasks across the "private network" (in the form of rep PCs, mobile devices, etc.) created by the individual users themselves. We call it V-TAG. By "outsourcing" certain projects to the originating device or source, 3CLogic's unique technology effectively liberates the cloud to perform only the crucial tasks that cannot otherwise be performed at the "edge".

It's not just cloud. It's cloud done right.



Reliability: As opposed to relying purely on cloud, the distributed nature of edge computing and V-TAG allows for services and tasks to continue despite any disruption on other aspects of the network.



Real-Time CRM Interactions: Leveraging V-TAG allows you to interact in real-time as opposed to the service latency commonly attributed to centralized server platforms.



Security: V-TAG helps to limit or control what information travels through the cloud, providing users the ability to manage their data and even maintain it on their own premise.



Scalability: With V-TAG's distributed architecture, avoid centralized processing bottlenecks by virtue of leveraging the power of your own network's idle capacity to scale and grow as quickly as your business does.