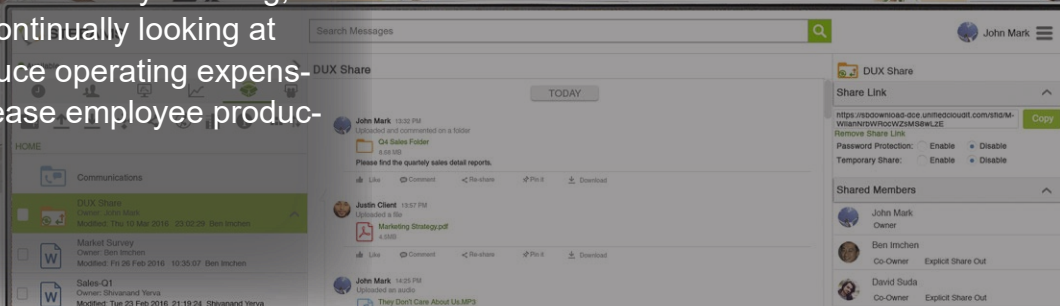


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# UCaaS for the Healthcare Industry

With the increasing medical costs the healthcare industry is facing, CFOs are continually looking at ways to reduce operating expenses and increase employee productivity.



## SOLUTIONS

### BY SIZE

Enterprise	Mid-size	Small
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### BY FUNCTION

Business Continuity	Call Center	Franchise
Mobile Workforce	Multi-Location	Franchisee
Salesforce Open CTI	SmartBand MPLS	TotalCare
MPLS-Connect	Business Analytics	SmartCPE
SmartBand	Reliability	Support
Security	Value Proposition	

### BY MARKET

Advertising	Construction	Consulting
Education	Entertainment	Finance
Government	Green Energy	Healthcare
Hospitality	Insurance	Legal
Manufacturing	Non-Profit	Real Estate
Retail	Technology	

### BY PRODUCT

Streams	Skype for Business	SmartBox
Streams Mobile	ConnectMe	
AppDesigner		



## UNIFIED COMMUNICATIONS, TEAM MESSAGING, FILE SYNC & SHARE

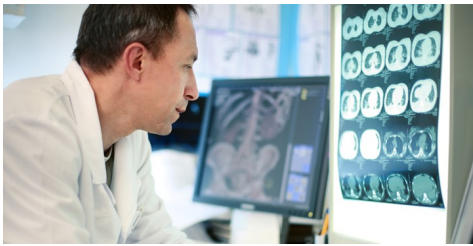
PanTerra Networks is a unified cloud service provider, delivering its family of secure, ultra-reliable, future-proof solution for SMB and Mid-market enterprises. PanTerra includes Streams, its business-class, HIPAA secure, ultra-reliable, futureproof unified cloud service that can be deployed world-wide.

**Streams** includes unified communications and team messaging infrastructure with a next-generation cloud-

based solution and **Smart-Box**, its HIPAA secure, enterprise cloud file storage, sync & share service.

With PanTerra's unified cloud service solution, enterprises gain the highest levels of security, scalability, reliability, availability, quality of service, service level agreement and support available, while significantly lowering their total cost of operations and IT administration complexities.





With the increasing medical costs the healthcare industry is facing, CFOs are continually looking at ways to reduce operating expenses and increase employee productivity. Another requirement elevated to the top of this industry's fast moving needs is access to real-time information driving both CIOs and CTOs to research HIPAA compliant secure ways to increase accessibility through the use of presence and improved mobility tools for staff, in-house contact centers and management.

### Cost and Operational Benefits

- Zero cost infrastructure for multiple communication applications and offices from a single SaaS provider
- Lifetime 24/7 support
- Quick to deploy and integrate with existing IT phone, email and fax infrastructure for number plans, overflow and failover

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- Optional MPLS secure network

### Productivity Gains

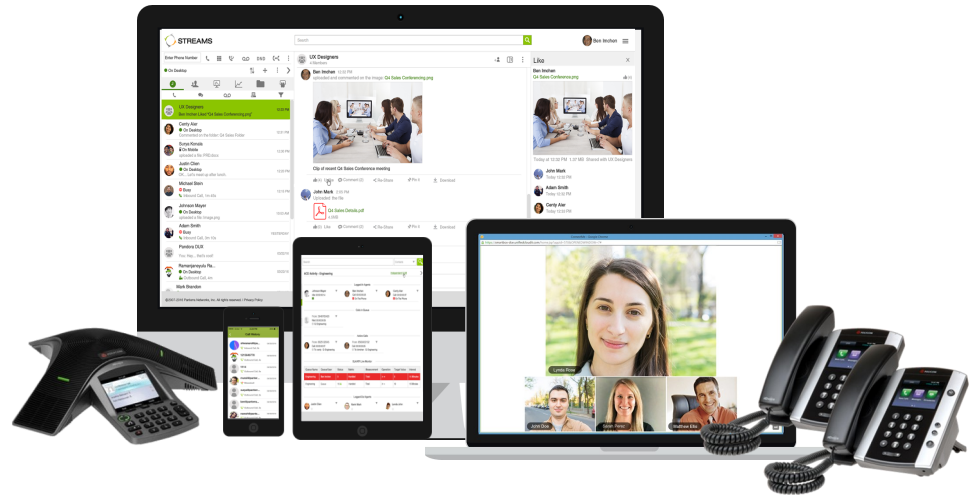
- Presence and instant message for quick access to staff knowledgebase
- Integrates with commonly used email applications such as Outlook and integrates seamlessly with powerful cloud-based tools like Salesforce.com
- Route important calls, emails and instant messages seamlessly between multiple mediums
- Administration time is dramatically reduced with single platform communications with included lifetime support

### In-House Streams Call Center Support

- Native support for remote agent and supervisors including monitoring and reporting

- Power customer satisfaction tools including automated attendant, skills based routing, overflow and support for multiple overflow queues
- Ensure security through recording, instant messaging and encrypted voice communications

All PanTerra services include the productivity and accessibility enhancing benefits including file sharing, secure instant messaging, presence and persistent dynamic routing of all communications regardless of medium. And, PanTerra's cloud is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA) as well as the Health Information Technology for Economic and Clinical Health Act (HITECH), delivering the most secure unified cloud service in the industry.



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