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## UCaaS for the Mid-Market Enterprise

The Mid-Market Enterprise with a workforce ranging between 50 and 500 requires a communications solution that caters to the needs of all of its departments from Sales and Marketing to Operations and Finance.

### 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.



# PanTerra



The Mid-Market Enterprise with a workforce ranging between 50 and 500 requires a communications solution that caters to the needs of all of its departments from Sales and Marketing to Operations and Finance. Our unique cloud-based approach delivers the industry's lowest TCO through the elimination of costly on-premises equipment with a simplified communications and file storage and sharing infrastructure in a worry free IT environment.

**Unified Communications** infrastructure delivered from the cloud which includes intelligent PBX, multi-media conferencing, web meeting and deskshare, digital fax, content management, and more. PanTerra supports multiple admin-levels, multi-user actions with both distributed and centralized administrative control. PanTerra includes advanced QoS management supporting business-level communications with advanced security features including Multi-

Factor Authentication (MFA), encryption in-transit and at-rest and mobile device management.

**Cloud-scalable Streams Call Center solution** that can be deployed anywhere in the world with built-in analytics that provide real-time optimization and monitoring of your enterprise. Advanced features such as callback, skills-based routing and cloud-based call recording that no mid-market enterprise should be without, which includes real-time unified live monitor that is available on desktops and mobile devices.

**Unified Business Analytics** with advanced communications analytics provide over 100 customizable business metrics with real-time and scheduled reporting/ notification and built-in communications to affect corrective action in real-time. Integrated communications, content and financial analytics metrics provide a common analytics

framework for supervisors and management, increasing productivity.

**PanTerra's ultra-high level services** are delivered from fully hardened, secure, redundant, cloud datacenters capable of withstanding virtually any natural disaster. With 99.999+% reliability/ availability with QoS monitoring built-in, a world-class, experienced NOC monitoring all PanTerra services 24/7/365, and 24/7 live "30 second" support through phone, IM, deskshare, email and fax, PanTerra Networks is exactly what your organization needs to stay competitive, improve responsiveness and lower costs through an integrative communications strategy.

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