

CONTACT US FOR A DEMO TODAY! 800.805.0558

Full Support: 24x7x365

PanTerra provides world class support, which utilizes PanTerra's own Unified Cloud IT Service solution to greatly increase customer satisfaction!

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 provides world class support, which utilizes PanTerra's own Unified Cloud IT Service solution to greatly increase customer satisfaction! By providing multiple channels of communications, voice, IM, email, desk share and fax, PanTerra's support system cradles you in the comfort of knowing that you can get your questions answered or issues addressed instantly! Start with 24/7/365 support coverage unlike our competitors that barely provide Monday - Friday business hour support. We are there when you need us and will stay with you until the issue is resolved... period. Add to that our instant access secure support IM, which provides support within 30 seconds guaranteed! You'll never have to wait in a call queue again!

And if there's an issue, we will "own" the issue regardless of

whether it's our service or not, until it's resolved. We will keep in constant communications with you and keep you informed of the progress. We will even assist in debugging internal network or

CPE equipment problems. You will always have someone you can count on when you use PanTerra!

With PanTerra, you can be confident that we will support your company as if it were our own company and drive resolution to any problems quickly, efficiently and professionally so that you can focus on your own business. Our support infrastructure includes:

US-based Tier 1 and Tier 2 support available 24/7/365

Instant access support via secure IM, phone or Email

Information packed online knowledgebase and Online

Community with tips, guides, how-to's and relevant PanTerra articles

Our own remote desktop sharing feature to troubleshoot a customer's problem

Comprehensive online end user training and help documentation



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