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## TotalCare: Enterprise Support

PanTerra Networks TotalCare is the all encompassing customer satisfaction assurance program that is included with its cloud IT services solution.

### 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		



### PanTerra Networks—Unified Cloud Services Communications | Team Messaging | File Sharing | Mobility

Enterprises, Mid-Market and Small Businesses can future-proof their IT infrastructure and get out from under skyrocketing on-premises IT costs with a unified cloud solution from PanTerra.

PanTerra offers businesses a competitive HIPAA compliant weapon, making them more responsive and productive.

#### AWARDS AND RECOGNITION

- 2017 Frost & Sullivan New Product Innovation Award
- 2015 Mobility Tech Zone Product of the Year
- 2015 Network Product Guides—Gold Award
- 2013 - 2010 Gartner

UCaaS Magic Quadrant—Visionary Company

- 2010 INC. 500 Fastest-Growing Private Companies in America
- 2010 Red Herring N. America Top 100
- 2014 | 2012 | 2009 Unified Communication Magazine—UC Excellence Award
- 2014 | 2010 Unified Communications Magazine Product of the Year
- CIS Magazine Call Center Product of the Year
- 2014 Cloud Computing Product of the Year
- TMC Unified Communications Product of the Year



**PanTerra**



**STREAMS**

PanTerra Networks TotalCare is the all encompassing customer satisfaction assurance program that comes with its cloud IT services solution, which includes Streams, unified cloud IT services, SmartBand, guaranteed QoS bandwidth and SmartCPE, on-premises equipment.

TotalCare provides the following features:

- Customer's environment monitored 24/7
- TotalCare specialists available 24/7 with 30 second guaranteed response
- Complete management of cloud IT services, SmartBand QoS bandwidth and SmartCPE on-premises equipment all from one vendor
- All Streams services professionally administered by PanTerra
- SmartBand bandwidth professionally installed on-site
- SmartCPE equipment professionally configured and installed on-site
- No-hassle replacement policy for any SmartCPE equipment
- On-site customer training with remote training available on demand

With PanTerra's TotalCare, enterprises have a single point of

contact and focus with an end-to-end outsourced managed solution. TotalCare specialists are available 24/7/365 with a guaranteed "30 second" response time. They are available to handle configuration, setup, end-user questions, operational issues and routine administration/maintenance tasks.

### CUSTOMER SATISFACTION GUARANTEED

With TotalCare, PanTerra guarantees total customer satisfaction. If there is an issue, PanTerra will "own" the issue no matter what until it is resolved. PanTerra will earn your business every day.

### Configuration and Installation

- All SmartCPE equipment professionally configured and installed
- No-hassle replacement policy

### End-user Training

- End-user training for all SmartCPE devices provided on-site
- Additional training both remote and on-site available on demand

### Administration and Maintenance

### nance

- End-to-end monitoring 24/7 by TotalCare specialists
- All account administration and maintenance done by a TotalCare specialist

### WHY PANTERRA NETWORKS TOTALCARE

- Complete management of



Streams cloud IT services, SmartBand QoS bandwidth and SmartCPE on-premises equipment all from one vendor

- No-hassle replacement policy for any SmartCPE equipment
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