

## InfusiONE Business Flexibility

*The Flexibility to Grow Your Business*

InfusiONE delivers a fully managed, flexible communications solution that allows IT to innovate and focus on high value projects since they don't have to allocate resources to manage their phone system. Beyond providing rich features and functions, InfusiONE allows you to provide a flexible work environment, hire the best and brightest no matter where they live, cost effectively expand your business, and be sure that no matter what situation arises, you'll have rich communications to stay in touch with colleagues, customers and prospects.



### Focus on Your Core Business

Communication is the lifeblood of any organization; keeping in touch with colleagues, customers, and prospects, from anywhere, at any time is mission critical. But you shouldn't have to allocate extra resources to operate and manage your communications system. With InfusiONE, we take care of the technology; you receive a robust, flexible solution that just works.

We take care of system maintenance and software upgrades, all in the cloud, you focus on innovation and high value projects to deliver business value. We provide a simple web portal to make customizing the communication system easy. In addition, employees have access to a self-service portal that enables them to make changes to their service like updating out of office alerts or accessing services like inbound faxes.

We take care of the technology so you can focus on your business.

### Provide Flexible Work Environments

Distance, location, and standard work hours no longer apply. Today, employees need the flexibility to work when and where they need to all while balancing personal obligations. InfusiONE enables employees to work from wherever is best to meet business needs

whether that's at HQ, a branch office, from home, a customer's site, the airport, or a hotel. That's what drives productivity.

InfusiONE's mobility solution provides you with a single phone number that routes calls to any device. Deskphone, computer client, or mobile app, calls are routed to all devices ensuring you are always in touch with colleagues, customers and prospects. When you make an outgoing call from any device your business caller ID will be displayed helping maintain a professional image. You'll never need to use your personal mobile number for a business call again.

With InfusiONE's collaboration capability working remotely is just like being at HQ. Presence status is shown in your computer client or mobile app letting you know who is around to discuss a problem or work on a project. By sending a short chat message, you can determine if a colleague is able to join a discussion or if another time is better. You can easily turn the chat session to an HD voice or video call to have a face to face experience. With 'My Room' participants can join a meeting via their preferred device. They can join group chat sessions and switch them to HD voice for a rich communications experience. The moderator can share their desktop so everyone can see and understand

the content. Files can be sent back and forth directly in the meeting without using email.

### **Increase Employee Satisfaction**

Flexible work arrangements also drive high levels of employee satisfaction and productivity by allowing employees to occasionally or permanently work from home. Consider the time saved by not commuting for 1 or 2 hours per day. This time saving translates into increased employee productivity and increased employee satisfaction by getting more done and having more personal time every day. Studies show this flexibility also creates more engaged and loyal employees.

It's not just about working from home, employees can work from where they need to be, where they can deliver the best business value. They can achieve the highest level of productivity and efficiency delivering desired business outcomes and balancing personal needs.

### **Hire the Best and Brightest**

In a competitive environment, hiring the right staff can be a challenge, and finding them close to HQ or a branch office can be even more difficult. With InfusiONE's mobility and collaboration capabilities, employees can work seamlessly from home participating in all meetings and team projects just like they were in the office. Now you're free to hire the best and brightest no matter where they live.

### **Expand Your Business**

There are many challenges to growing and expanding your business. Finding an office in a new area or territory can be time consuming and leases can be expensive. With InfusiONE's flexible working capabilities, opening a new office for expansion is no longer necessary. Why not test out the new region with home based employees to see if the new region makes sense before signing on to the commitment and cost of long term office leases.

If you're growing by acquiring a business, integrating their technology with HQ can be complex and costly. With InfusiONE, we help take care of getting the new office's communications up and running. This is as simple as shipping some phones (if needed) and downloading clients for computers and apps for mobile devices. With no premise equipment required, ensuring clear consistent communications has never been easier. If you've joined our cloud already, simply plug in at your new space. No new number, no forwarding, no reprogramming. You're good to go.

### **Decrease Risk**

Keeping in touch with colleagues, customers and prospects is mission critical for every business. What if an unexpected event, like bad weather, keeps employees from getting to the office? Will your business be able to remain open if your broadband goes out of service? Does your current communications system have a backup or is it designed for unexpected interruptions?

With InfusiONE, since your communication service is in the cloud, you don't need to worry about unexpected business interruptions. The service is housed in multiple, secure, geo-redundant data centers with redundant software and hardware ensuring the highest levels of reliability. If employees can't get to work, they can stay in touch from home using InfusiONE clients and apps. With the smartphone app, an interruption in broadband service does not interrupt your operations. Same with electricity. You have the app on your mobile device, you're still in business.

InfusiONE takes care of the risk so you can focus on your business.