

HOSTED VoIP

XCLUTEL provides customized telecommunication and network services that empower SMBs while protecting them from technical vulnerabilities. Founded in response to a need for a more customer-focused telecommunications provider, XCLUTEL brings a level of responsiveness, expertise and partnership not commonly seen from telecommunications providers.

MULTIPLE SERVICES. ONE EXCLUSIVE PROVIDER.

XCLUTEL is a single point of contact for all of your company's data and voice connectivity solutions. Our white glove service includes access to our dedicated, responsive service team with all services billed through one, convenient monthly invoice. Discover a better way at Xclutel.com.

“We have received fast, professional responses to any support calls we have made whether it was for minor configuration changes or major outages.”



MIGRATE TO THE CLOUD at your own pace while taking advantage of a full suite of Unified Communications applications that integrate seamlessly and flexibly with the rest of your business.

As technology evolves, systems change so quickly it is nearly impossible to keep up. Budgets and staff continue to shrink as we do more with less. Managing system updates and changes has become a cumbersome task as staff focus on other strategic organizational priorities such as customer experience and security. Meanwhile, business is not stagnant and your telephony, unified communications or contact center system shouldn't be either. With Xclutel's cloud solution for small and mid-sized businesses, you get the same proven software, functionality, user interfaces and management capabilities as the premise-based phone system in a cloud solution.

SEE DETAILS ON THE BACK...



HOSTED VoIP

OPERATIONAL VS CAPITAL EXPENSE - NO LARGE UPFRONT COSTS

- Ability to pay month-by-month
- Predictable pricing makes forecasting easier

FLEXIBILITY: SHRINK AND GROW BASED ON SEASONALITY OR ORGANIZATIONAL REQUIREMENTS

- Don't waste money on licenses that aren't being used
- Scale system as needed

INVESTMENT PROTECTION: REUSE ANALOG, DIGITAL OR THIRD-PARTY DEVICES SUCH AS HANDSETS OR PAGING SYSTEMS

- Or leverage pure IP if that works best for you
- Gain a resilient and reliable system in a completely operational expense model

HYBRID RESILIENCY AND RELIABILITY: MAXIMIZE UPTIME WITH FLEXIBLE FAILOVER OPTIONS

- Cloud to Cloud
- Premise to Cloud
- Cloud to Premise

AUTOMATED SYSTEM MANAGEMENT: FOCUS ON YOUR STRATEGIC BUSINESS DRIVING PROJECTS

- Hands-on professional installs, supports and manages the system
 - » Handles upgrade entitlements
 - » No support black holes
 - » All wrapped into one monthly cost
- Proactive system management and monitoring

CENTRALIZED MANAGEMENT: ONE INTUITIVE INTERFACE

- The administrator views all users on a single site or across 150 locations
- Monitor potential issues that could affect system performance, including over utilized trunk lines, voice ports, and bandwidth utilization

SECURITY: PROTECT YOUR BUSINESS WITH BUILT-IN, ALWAYS-ON SECURITY.

- Seamless upgrades help maintain your system with the latest security patches to help prevent hacking

BUILT-IN APPLICATIONS:

- Web Collaboration: document sharing, white boarding, full participant controls, and a common user interface
- Audio Conference Bridge
- Team Messaging and Presence
- Mobility Client – Geo-Tracking
- Soft Phones
- Recording

INTEGRATION CAPABILITIES:

- Google
- Office 365
- Skype for Business
- Slack
- Amazon
- Customer Record Management such as Salesforce.com
- Strong DevConnect Technology Partner community

INTEGRATED CONTACT CENTER EXPERIENCE: SEAMLESS CUSTOMER ENGAGEMENT EXPERIENCE

- Start with simple recording, reporting and call routing for your agents
- Grow engagement experience with customers as needed
 - » Voice
 - » Chat
 - » Email
 - » SMS
 - » Fax
 - » Outbound Campaigns

