



SMART PHONES. TABLETS.
LAPTOPS.  ONSITE. OFFSITE.
TRAVELING. TELECOMMUTING.

You want your employees to be “dialed in” no matter where they are or what device  they use. Now, more than ever, maintaining an agile network with fast connections between people, offices, and devices is essential for the success of your business.

stage2
networks

“Stage2 Networks enables us to focus on the business we are in while providing a scalable, seamless and head -free platform for our voice and data systems. We are very pleased with Stage 2’s technology and hands-on approach.”

– CHIEF TECHNOLOGY OFFICER

NOW’S THE TIME

It’s the right time for your business to move to a cloud-based communication system that’s not only designed to offer the latest technologies and features for growing enterprises, but actually focuses on what those *can do for you*. After all, who cares if you have bells and whistles if they don’t lower your cost, streamline your business and make your employees more productive?


With Stage 2 Networks, we provide exactly what you need: easy-to-manage VoIP and data in a single package that integrates all of your communications and provides superlative reliability, scalability and reach.

Single or Multiple Locations—Whether you have a single or multi-location business, whether you need just basic service for your new office, or sophisticated call center software that supports agents and locations all across the country, we can help your organization dramatically cut the capital investments and operating costs of managing enterprise-wide communications.

Major Benefits—With our advanced technology, you’ll be able to:

- Improve employee productivity
- Enhance customer support
- Reduce costs
- Enable employee mobility
- Increase workforce collaboration

ABOUT STAGE 2 NETWORKS

We are a cloud-based, unified communications service provider with customers across the US and Canada.  Service Operations Center is available 24 x 7 x 365 and has a reputation for excellence and a commitment to Quality of Service (QoS).

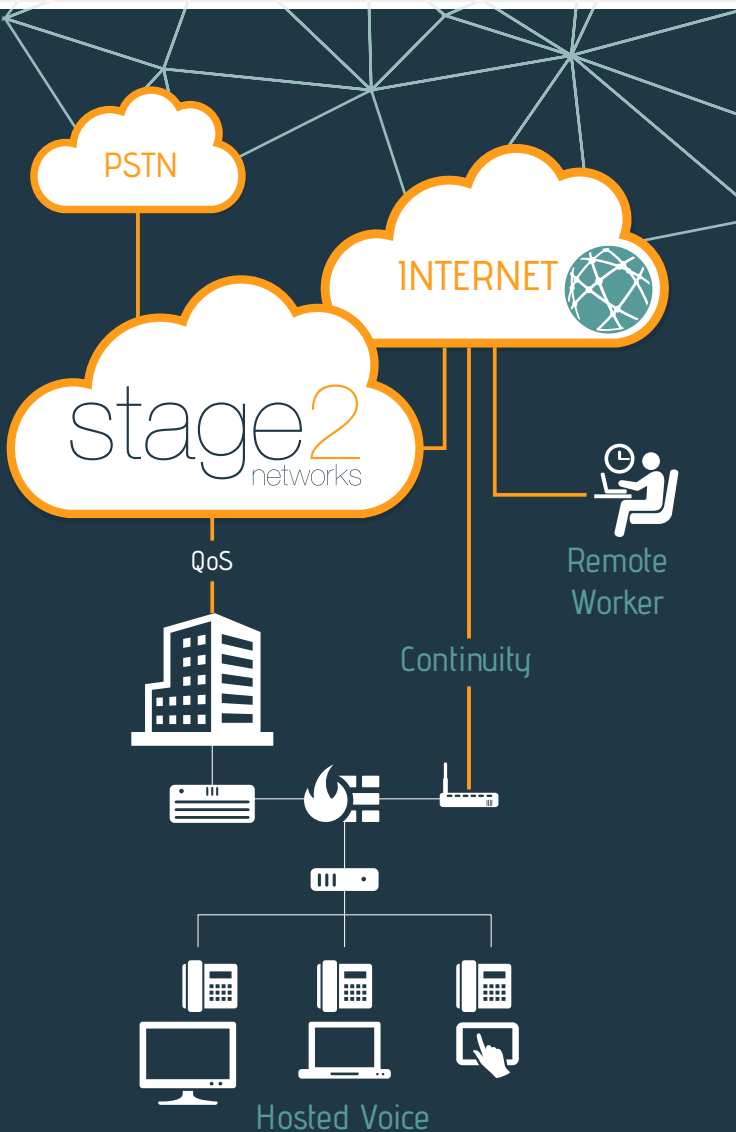


Diagram reflects a single location using Hosted Voice2, a Remote Worker and Continuity2 for alternate back-up to the primary network connection.

"I never thought a phone system could work as a portable office. With features such as Simultaneous Ring, Fax to DID and Outlook Integration, I can take my office virtually anywhere." – FACILITIES MANAGER OFFICER

STAGE 2'S NETWORK IS ~~COMPRISED OF:~~

The Best Cloud-based PBX Software from Broadsoft:

- As the leading global provider of Unified Communications (UC) services to telecom service providers, BroadSoft helps all operator types deliver the communication applications their customers demand.
- UC allows for the integration of real-time communication services such as instant chat, presencing (a status indicator that conveys availability) voice mobility features (including extension mobility and single number reach), audio, web & video conferencing, fixed-mobile convergence (FMC), desktop sharing and data sharing.

The Industry-leading Session Border Controllers from Oracle:

- High-end session border controller (SBC) platform meets or exceeds performance and capacity requirements for deployment in Voice and Video calling and other IP-based communications services

The Best-in-Class Hardware:

- IBM Blade Centers
- Cisco Switches and Routers



Stage 2's Unified Communications service brings together essential communications such as instant messaging, presence, multi-party collaboration and desktop sharing in real-time to enhance business productivity.

- **Teamwork:** Bring together virtual workgroups and share documents to improve collaboration.
- **Reachability:** Access anyone from anywhere on any device to collaborate on the go.
- **Responsiveness:** Instant access to information allows employees to expedite responses to better serve customers.
- **Savings:** Connect to remote workers to reduce travel expenses and eliminate the costs associated with traditional on-premise services upgrades.



CALL CENTERS & CALL REPORTING

The fully integrated call center application enables the rapid delivery of full-featured hosted call centers, meeting the needs of the most sophisticated enterprise customers.

Core call center functions include:

- Intelligent routing and distribution
- Web-based agent
- Supervisor clients
- Comprehensive reporting capabilities

Call reporting functions include:

REAL TIME STATISTICS: See what you can do **right now** to deliver the best levels of customer service and performance.

HISTORICAL CRADLE TO GRAVE REPORTING: Search for call records using a wide set of criteria.

ALARMS FOR KEY PERFORMANCE METRICS: Become aware **at the time** that processes are not meeting objectives.

ABANDONED CALL RECOVERY: Recover potential lost revenue and improve service by returning abandoned calls.

INTERNAL CALL TRACKING: Measure call activity between departments and locations.

EXTENSION BUSY LAMP FIELD: See whose available or busy and for how long to better handle customer calls.

ACCESS FROM MAC, PC, SMARTPHONE, TABLETS: Viewable at virtually anytime, anywhere on any device.

TREND ANALYSIS BY HALF DAY/WEEK/MONTH: Monitor traffic trends to allocate resources optimally.

MULTI-SITE REPORTING AS STANDARD: Measure and analyze activity between offices, even teleworkers.

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