



SCINETWORKS
communications evolved

Hosted PBX & VoIP



Businesses today need technology solutions that help improve communications, while driving productivity across the enterprise. They also want a reliable, high quality phone system that simply works. And with your business in a constant state of change, you need a solution that's both easy to learn, and easy to use.

Today, transforming your phone system is simple and cost effective, regardless of your business—whether you have five employees or fifty. Our platform adapts and adjusts to your needs, seamlessly working the way you need it to. That way, you can focus on your business, not your communications system.

With SCI Networks, you'll get a platform that:

- Provides high quality, reliable cloud based solutions
- Utilizes modern features with enterprise capabilities
- Costs less up front and over time vs. traditional premise
- Future proofs your communications system

You'll be able to leverage powerful features and benefits including:

- The flexibility to scale up or down as your needs change
- An effective, intuitive user interface
- Leading application integration - Salesforce.com, Microsoft Outlook, etc.
- Total control, right from your fingertips (through desktop browsers and mobile devices)
- Limitless call routing features for optimal productivity



What is Hosted PBX & VoIP?

Hosted PBX (Private Branch Exchange) is the modern version of the traditional telephone closet. The new hosted, or "cloud," model puts the brains of your phone closet into professionally maintained data centers, helping businesses like yours to transform their communications and improve productivity—without the need to purchase expensive, complex, depreciating phone system software and hardware. Your service providers manage and monitor your system 24x7, allowing you to focus on work.

VoIP refers to phone services that are accessible through a high quality broadband connection. VoIP is typically more cost effective and scalable than traditional alternatives. With both Hosted PBX and VoIP, you and your team can work from the office, home, or on the road, or through your smartphone, all while utilizing your company's communications solution to help maintain and uplift your image and brand.

How to Switch

Interested in switching to **SCI Networks**? Call **1-877-603-4111** to receive a customized quote detailing the benefits of utilizing our innovative products and services. When you're ready, we'll install your new phone system with ZERO downtime, so you can get back to business.



SCINETWORKS
communications evolved

www.scinetworks.net

Call Us today 1-877-603-4111



SCI NETWORKS
communications evolved

SCI Networks Cloud Hosted Telephone System Feature List

Call Conferencing

3-Way Conference Call

Call Management

Attended Transfer
Auto Attendant Answering
Busy Call Forwarding
Call Forwarding
Call Hold
Call Park
Call Routing Time Frames
Caller ID
Caller ID Blocking
Caller ID Routing
Direct Inward Dialing (DID)
Do Not Disturb
Find Me (Digital Assistant)
Forward Calls Locally or Remotely (via Phone or Web)
Incoming Call Blocking
Live Person Answering
One Button Redial
1-6 Digit Extension Dialing
Outbound Dialing Rules
Ring Groups
Speed Dial
Unattended Transfer
Voicemail
Voicemail to Email

Music on Hold

Commercials On Hold (By Phone Number)
Music On Hold (Custom or Default)

Virtual Auto Attendants

Multiple Top Level Auto Attendants
Sub-Level Auto Attendants
Top Level Auto Attendants (Always On or Time Based)

Origination and Termination

Domestic Origination
Domestic Termination
E911 Support
Endpoint Templates
International Termination
Toll Free Numbers

Reporting

Accounting and Billing Reports
Activity Reports
Call Detail Records
Call Traffic by Extension
Call Volume Graphs

"Right Team - Right Time - Right Now"

1-877-603-4111 www.scinetworks.net
Sales@SCINetworks.net

Frequently Asked Questions

I already have/own a premise-based PBX and don't see a reason to change now.

Managing change has always been an essential skill for business owners, but managing a business today isn't simple. No longer can an owner wait for the next big change in his/her business. With the pace of technological advancement increasing by the day, businesses are now managing transition, rather than change. It's hard to catch your breath. Thus, it's imperative that our technology is capable of keeping up with the ever-changing needs of your business advances. Because of this, many businesses are moving to cloud-based applications like Hosted PBX. With your phone system in the cloud, you no longer need to worry about your communication infrastructure's ability to keep up with the needs of your business. There's little to no expertise required and it provides every capability of a traditional phone system, and then some—all while reducing your costs upfront and over time. Additionally, cloud-based PBX won't become obsolete with new features and capabilities continuously being added without the need for a system upgrade.

I already tried hosted PBX and it didn't work well.

What issues were you experiencing? Not all hosted PBX systems are created equally. Our proven platform has been built from the ground up over the last ten years. We've been able to alleviate the common woes you may have experienced with other hosted PBX providers. With our complete PBX in the cloud, you'll be able to improve your business collaboration and flexibility, while reducing your costs.

What happens if I lose my Internet connection?

All cloud-based applications rely on Internet connectivity, but with a hosted PBX solution, when you lose your broadband connection your communication infrastructure remains available. In other words, your Internet connection is no longer a single point of failure. When your PBX resides in the cloud, you're provided with a plethora of call routing options. For example, our cloud-based PBX includes features like find-me-follow-me, voicemail to email, and all calls have the ability to be automatically forwarded and routed to virtually any person, device, or location. Plus, we'll architect a redundant broadband solution with multiple seamless Internet connections, cutting your costs.

Do I need a new or alternate Internet connection?

No, you do not require a second Internet connection for business resiliency. However, a second Internet connection is recommended, as it provides a great way to further solidify your network solution.

Hosted telephony isn't reliable enough for my business.

What experiences have led you to this conclusion? When implemented properly, a hosted PBX solution is more reliable than a premise-based solution, as it can scale to meet your business's evolving needs, and provides benefits that traditional phone systems cannot match. Hosted PBX also reduces the capital expenditure of a new phone system, safeguarding it against technological obsolescence, broadband failures, and natural disasters.

With today's economy, is spending money on a new phone system worth the added expense?

A hosted PBX solution doesn't require large, upfront investments like a traditional phone system. Switching to a hosted PBX will reduce your operator costs upfront and overtime. That means your expenses are actually reduced. Our platform is continually updated to provide your business with new, enhanced capabilities and features—ensuring your business is on the cutting edge and up-to-date.

Is hosted PBX as feature rich as traditional PBX systems?

Yes, our cloud-based phone systems include features most organizations couldn't afford with their existing phone system. You now have the ability to manage these great features via our easy to use web interface, with no expertise needed. You'll be able to access carrier-class scalability, and API-extensible apps such as Salesforce.com or Outlook, providing you with a simple solution for all your communication needs.

Which carrier does the platform utilize?

The benefit of our cloud-based PBX platform is that you'll never have to deal with a traditional, long distance carrier again. We manage all carrier connectivity in the cloud, with 'cross-connects' directly to the PSTN. Our platform includes connectivity to multiple carriers for redundancy purposes, so no single carrier issue will impact your business. Our carriers are chosen, and maintain favor with us based on their reliability and costs.

Features and Benefits



Configuration Flexibility

Our reliable, feature-rich hosted phone services adjust as you need them to. We make it easy for our customers to deploy the communication apps and solutions that your business needs, creating an in-office experience right at your fingertips, wherever you are on whichever device you choose. Commonly used features include: full call center capabilities, listen live, find me follow me and more.



Mobility Mastered

Mobility is paramount in today's business world. Keep your company connected with a wide array of mobile features—from cloud extensions, find-me follow-me, group and simultaneous ring, to voicemail to email, and much more. All designed to help you conduct business anywhere through any device.



Supportive Staff

We're here to support your business at every level with our always-available, skilled and professional support team. We'll help you with your specific needs and concerns, while giving you personalized customer support you won't find anywhere else.



Business Continuity

Virtually eliminate business downtime should your local area network (LAN) or wide area network (WAN) communications network go down. Your communications solution is still running in our cloud environment, so your customers, vendors, and employee calls can keep flowing. A good disaster recovery plan will help your business in good times and bad. With our solution, a good business continuity plan is extremely cost effective, and readily available based on your individual business needs.



Customer Tested

Our products and services are customer tested, and approved—we've enabled countless businesses to improve their communication channels easily, and effectively, to transform their business into a competitive powerhouse. With a full range of front and back-office features, you can rest easy knowing your business is taken care of, now and for the future.

How to Switch

Interested in switching to **SCI Networks**? Call **1-877-603-4111** to receive a customized quote detailing the benefits of utilizing our innovative products and services. When you're ready, we'll install your new phone system with ZERO downtime, so you can get back to business.



SCI NETWORKS
communications evolved

www.scinetworks.net

Call Us today 1-877-603-4111