

UTILITY VoIP

engineered to be better



Never outgrow your communications system again.

Ancero Utility VoIP is a cloud-based phone system that eliminates complex, expensive PBX hardware and software, and uses cutting edge-technology to meet today's business needs. It is flexible and scalable for businesses with one location, multiple locations or mobile employees, anywhere you do business. Utility VoIP's is easy to use, increases productivity and eliminates the burden of an aging system dependent on costly maintenance and upgrades. The VoIP system enables geographically diverse employees to work under a single umbrella, increasing collaboration and reducing telecom expenses.



'When real time, reliable communications bolsters business processes you realize the strategic value of a cloud phone system.'

Business Friendly Solutions:

- ◆ Reduce operating expenses with one convenient monthly fee, inclusive of the latest VoIP features
- ◆ Connect multiple locations and remote users on one system with seamless communications
- ◆ Improve communications and productivity with superior call quality
- ◆ Faster delivery of new features and capabilities
- ◆ Data gathering capabilities with detailed reports
- ◆ Scale the solution easily as your organization grows
- ◆ No upfront capital expense or costly maintenance
- ◆ Onsite system training for your team
- ◆ 24x7x365 Ancero support

Robust Feature Set:

- ◆ Extension plans with unlimited domestic usage
- ◆ Attended Transfer and Blind Transfer calls
- ◆ Three-way conference calling
- ◆ Listen live with whisper feature
- ◆ Voice to text to transcribe voicemails to text and send to the users email
- ◆ Auto Attendants with top-level and sub-level capabilities
- ◆ Detailed reporting by extension and call volume graphs for time of day, month, year, or custom dates
- ◆ Voice management with VoIP firewall, data bridge, LAN segmentation and configuration management
- ◆ Administrative management in our secure web portal
- ◆ Utilize your current connectivity whether it's internet, PRI or POTS lines
- ◆ Manage calls with caller ID, ring groups, call forwarding, call blocking, privacy screening and attended transfer



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Ancero's Utility VoIP puts your phone closet into professionally maintained data centers to transform your communications and improve productivity without the upfront capital expense. We monitor your system 24/7 ensuring consistent quality of service. There is no need to sacrifice options, service or support. Utility VoIP delivers a robust feature set with the reliability your business demands.

Ancero's process ensures that goals are met with thorough planning, expert implementation and ongoing support. We even include onsite training for your staff so they can seamlessly transition to the new system. We take the time to set up your VoIP the right way with zero downtime so you can get back to business.

'Voice systems are critical to your operations. Productivity after all, is born from collaboration'

With the Utility VoIP Mobile App for iOS and Android employees can make and receive calls placed to their business phone number via their mobile device. The app also extends all the benefits and features of your phone system on your team's mobile devices. Expanding the value of your communication investment and seamlessly integrating call flow with your wireless technologies.



Built in security protocols to prevent attacks or misuse of services.

- ◆ Maintain continuous service with out disruptions or downtime
- ◆ Protect sensitive customer information, including call transcripts and transaction records
- ◆ Prevent unauthorized users from making calls and gaining access to your network
- ◆ A secure communications system will help maintain compliancy standards

Most businesses fail to include their phone system during disaster recovery planning. A traditional telecom system could be down for an extended period of time during a disaster. Utility VoIP is hosted in the cloud so with minor adjustments you can carry on business as usual with minimal disruption and downtime.

These three key components of Utility VoIP are invaluable when disaster strikes.

- ◆ Cloud-based technology eliminates downtime
- ◆ Remote call routing allows you to work anywhere
- ◆ 24/7/365 Ancero Support during emergencies

Utility VoIP includes top rated Unified Communication Solutions to provide the right amount of UC functionality enabling greater productivity with seamless integration. Each Unified Communication service can be added individually as needed or as the whole suite.

- ◆ Microsoft Outlook Plug In
- ◆ Communications Client
- ◆ Operator Console
- ◆ Call Center Reporting



"We chose Ancero Utility VoIP because we know that Ancero would see to our needs and ensure that our new phone system was state of the art, reliable and easy to use. We also knew that we would have dedicated support, training and monitoring. The transition was seamless for our users which is exactly what we wanted. To us it was a huge win if we were able to find a system that would allow our offices to be connected and have that connectivity be transparent to our clients."

- Healthcare Market Research Firm