



## Elevated Communication Experience

### Enable Mobility and Productivity

Our highly elastic platform is designed for high availability and cross-region failover, Vonage Business Communications provides tools for advanced productivity while keeping you connected to your global business across desk phones, desktop, laptop, smartphone, or tablet.

### Create Optimal Customer Journey Experiences

Integrate VBC seamlessly with Vonage Contact Center to help your organization personalize and capture every conversation you have with your customers by connecting customer insight and agent performance on a single, global communications platform.

### Lower Your Total Cost of Ownership

Running across your high-speed internet connection, the platform combines advanced voice and data tools in a single package—no maintenance contracts or expensive equipment required.

## VONAGE® BUSINESS COMMUNICATIONS OVERVIEW

# Flexible Communications and Collaboration for Your Global Business

Vonage Business Communications (VBC) integrates calling, messaging, and video to enable global businesses to collaborate and stay connected. Built on the world's most flexible cloud communications platform, VBC delivers an omnichannel experience for global workforces using enterprise unified communications that activate conversations across desktop, mobile, and IP phone systems.

### Time to Move to the Cloud

Many businesses are moving their communication and collaboration solutions to the cloud as they seek to improve communications between employees and increase customer satisfaction.

Adopting cloud-based communications has several benefits.

- Eliminate expensive legacy systems and stand-alone communication applications. When you shift to the cloud, you will pay only a single provider for all your communication needs.
- Foster employee and team collaboration by providing cloud-based unified communications for calling, messaging, or video collaboration from a single user interface.
- Boost employee satisfaction by giving them the flexibility to work from anywhere. Employees can communicate and collaborate with customers at home or in the field.
- Scale with the growth of your business, whether it's adding remote offices or employees worldwide.
- Capture business intelligence through cloud integrations with mission-critical business applications. Give salespeople a wide range of options to communicate and collaborate with customers.

And moving communications and collaboration to the cloud is simple with VBC.





## Activate Conversations Everywhere

VBC provides a truly omnichannel experience for employees to collaborate internally or engage with customers worldwide using cloud-based voice, messaging, and video collaboration on desktop, mobile apps, or IP-supported devices.

- Call, message, or video conference from the VBC desktop or mobile app so that geographically dispersed employees can always select their preferred communication channels.
- Collaborate with employees and customers with Vonage Meetings, built right into your VBC app. Schedule video conferences from an integrated calendaring system, invite up to 100 participants, get HD quality video, record meetings, and share with others.
- Remove geographical barriers and improve customer satisfaction by enabling local calling to your business wherever customers reside with 50-plus world numbers.

## Trust the World's Most Flexible Cloud Communications Platform

Vonage's flexible platform enables you to easily deploy VBC Desktop, VBC Mobile, or IP Phones to local and international locations.

- Start communicating or collaborating from anywhere around the world within 25 days.
- Maintain and manage your VBC account on the highly intuitive Vonage Admin Portal.
- Ensure reliable cloud-based communication and collaboration with 99.999% uptime\*.
- Get support with Vonage's Care team right from the start.



\* The 99.999% claim is based on Vonage's average up-time and/or availability over a 6-month period.