## ABOUT EVOLVE IP

Organizations are increasingly more aware of the importance of providing a way for their people to work anywhere. Being present for their families and having personal time to do what they want has become more important when people are choosing where to work. When organizations can enable this type of mobile working environment, their people will contribute to their companies in more meaningful ways and become more productive. But it's not easy. IT Departments need to get more out of the systems they currently have, connect different types of users in different regions, and do so in an efficient and secure manner. That is where Evolve IP can help.

Evolve IP Makes Work Better®. From our analyst acclaimed OneCloud Platform, we leverage industry-leading technology partners like Microsoft, Cisco, Citrix, and VMware, as well as our own intellectual property, to unify collaboration and communications, SaaS and hosted applications, cloud desktops and contact centers. The result is the easy delivery of personalized workspaces to every user, from any device, in any location.

Our solutions have been deployed to over 500,000 users around the globe at thousands of enterprises, including some of the world's most well-known brands and have been acclaimed by many significant third parties.

SOLUTION HIGHLIGHTS
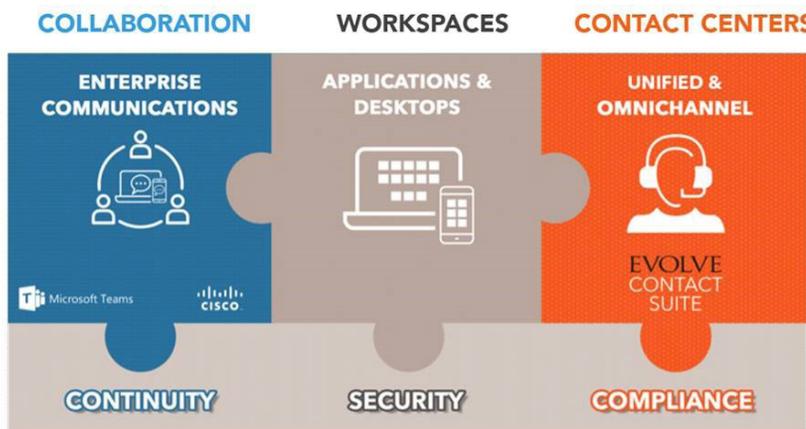
EVOLVE IP CORE COMPETENCIES

Collaboration: Whether employees are working remotely or are working from a different continent, they need the right tools to be able to make a call, join a meeting, share/edit files or video conference, at any time on any device. By providing leading business collaboration solutions from Microsoft and Cisco that seamlessly integrate with enterprise-quality voice services from Evolve IP, businesses can drive productivity to new levels.

Evolve IP is the only provider that delivers enterprise-grade communications features and stability from the world's leading workstream collaboration platforms. We work where you work.

Workspaces: Evolve IP Workspaces allow employees to Work Anywhere™, enhancing productivity for IT organizations, businesses as a whole, and each individual employee. According to recent surveys, 70% of all employees are working remotely at least once per week. Workspaces allow businesses to take advantage of this shift, capitalizing on productivity improvements that improve business results while also allowing IT to take back control; improving security, simplifying core IT functions and improving their day-to-day efficiency.

Evolve IP's Workspaces optimize application delivery and experience based on user-profiles. Workspaces combines Access Management with Clearlogin™, Hosted Applications and Desktops, and a Workspace IT Portal for a persona-based experience.

Contact Center: Contact Centers are critical systems for all organizations. Anything you can do to improve agent results and customer experience is a major win for the business. Evolve IP provides all of the features you need to run a simple queue-based Call Center all the way up to an omnichannel Contact Center solution. We can deliver those solutions both unified with a PBX or overlay with applications that you already use making deployment simple, and since our solution is delivered in the cloud you won't have to play catch-up when new technologies emerge.

QUALIFYING QUESTIONS

Collaboration

- Have you deployed Office 365? Or do you use Cisco WebEx?
- Are you currently using a platform for collaboration (Microsoft Teams, Cisco WebEx Teams, Slack, Glip, Atlassian, etc.)?
- Where are you in your collaboration adoption cycle?
- Are you interested in integrating your collaboration tools with an enterprise voice solution?
- Are you currently under contract for your voice solution? If so, when does it expire?
- Does your business have both collaboration and non-collaboration users?
- Do you currently have a receptionist application, overhead paging, call recording, CRM Integrations or complex auto attendants and hunt groups?
- Do you need contact center (IVR, Callbacks, Surveys, Wallboards/Dashboards) as part of your voice solution?
- What other cloud solutions are you considering for 2020?
- Could you use help with ongoing contact center management?

Workspaces

- Are you using SaaS applications today? How many?
- Do you have any legacy applications that you have not moved to SaaS?
- How many non-SaaS based applications are still in use?
- Are you using an Access Management Platform to secure both your SaaS and Legacy (non-SaaS) applications (i.e., Okta, Duo, Clearlogin)?
- How are your end users managing all of their passwords?

Contact Center

- How do your customers communicate with you today?
- What Contact Center or phone system are you utilizing?
- How do you handle email and chat interactions?
- Do your agents need to use different tools for each interaction type?
- Do you have consolidated reporting across all interactions
- When does your contract renew for the Contact Center and associated telecom carrier services?
- Do challenges exist today with your current system/provider in the area of reporting or analytics?
- Are agents able to work from home while maintaining all Contact Center functionality?
- How accurately are you able to measure the number of calls you receive or answer?
- How much visibility do you have into agent's performance?

WHAT OUR CLIENTS SAY

"That's the type of proposition I like to bring to a Board of Directors. When I can say, 'we can get everything new, be completely redundant, it can meet all of our needs, and oh, by the way we are going to save over $300,000 a year.' It makes it easy for me to sell".

Ken Schultz
Chief Information Officer (CIO)
Ogletree Deakins

CASE STUDIES

Customer: Ogletree Deakins
Number of Employees: 2000
Industry: Legal
Sales Cycle: 75 days
Product Purchased: Unified Communications & Collaboration, Evolve Contact Suite (CCaaS), IP Phone System
Deal Size: $67,530
Situation/Needs: The client had an unreliable phone system and contact center and experienced regular outages. With thousands of employees and 60+ locations, they needed a reliable, unified system that promoted stability and connectivity.
Solution: The client deployed the unified phone and contact center solution in locations including London, Berlin, Toronto, Paris, Mexico City, and St. Thomas and saw immediate improvements. In addition to the security benefits from having their solutions in the cloud, each location is implementing redundancies to provide a backup network. All employees have WFH capabilities with a unified collaboration application on their mobile phones.
Benefits: Ogletree Deakins received one of the world's leading IP phone systems and contact centers that will save them over $300,000 annually.
Resources: https://partners.evolveip.net/English/Partners/marketing/collateral.aspx (Please reference Ogletree Deakins Case Study)

ADDITIONAL RESOURCES

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Website: www.evolveip.net
Partner website: https://partners.evolveip.net