



## One Business Phone System That Does It All — For All Your Business Locations

Whether you have several regional offices, a growing number of service centers, or hundreds of stores across the country, we can **create the on-premise, cloud, or hybrid Unified Communications (UC) enterprise-grade solution you want** with one seamless and intuitive interface that's easy to deploy, customize, manage, and use.

With customized integrations made to order that can meet any specific business need, Zultys offers one of the most secure, reliable, and advanced UC systems on the market with world-class support that's second to none — from development to deployment to daily use. Our incredibly low 0.7% churn rate leads the industry and reflects a level of approval, commitment, and satisfaction that speaks for itself.

## Unify and Mobilize Any Distributed Workforce, Cut Costs, and Keep IT Happy

We build innovative, reliable, and scalable VoIP phone systems that **make working from anywhere work for everyone**. Enable users to communicate and collaborate more efficiently and effectively wherever they may be so they can always accelerate business, save time and money, and outpace the competition.

While each solution is customized for every business we serve, they're all driven by **a single, powerful platform that seamlessly interconnects voice, video conferencing with file and screen sharing, IM, and SMS messaging and securely operates across all devices and locations**, which makes management a stress-free breeze for IT. We're with you every step of the way to support multiple locations ranging in size from 5 to 1,000 users and can easily scale up to 10,000 users across hundreds of locations.

## Customized On-Premise, Cloud, and Hybrid Solutions to Meet Specific Business Needs

Many multi-site businesses including grocery stores, retail pharmacies, restaurant chains, and healthcare providers, to name a few, want to **leverage the full power of cutting-edge cloud communications without losing any of their traditional phone system capabilities that are still must-haves**. Zultys is unique in the industry in that we can create a truly hybrid communications solution that fully supports the best of both worlds as it strengthens security, increases reliability, and ensures regulatory compliance — including meeting strict HIPAA requirements.\*

Customers can choose to have on-premise systems at various sites with backups in the cloud or cloud-based systems at certain locations with on-premise systems elsewhere. **Any customized solution we create provides layers of redundancy and security to always keep your communications connected**. We design unique solutions that fit current on-premise needs but that also ensure a stress-free, self-paced migration to the cloud over days, months, or even years as desired.



### Completely Customizable

Create the ultimate on-premise, cloud, or hybrid solution.



### Incredibly Integrated

Request customizable app integrations, made to order, included with our support.



### Super Scalable

Easily add or delete users in minutes at multiple locations.



### Ridiculously Reliable

Always keep communications connected with 99.999% target uptime.



## Can't-Fail Communications With Cross-Site Redundancy

Because Zultys' fully-hosted platform is capable of networking with any other MX system, customers can use both on-premise and cloud systems in tandem with automatic failovers that ensure communications are uninterrupted.

**In fact, the transference is so seamless that most users won't even know if they are switched from one system to another.**

A hybrid deployment can also act as a failsafe during potentially serious events such as inclement weather, infrastructure problems, or power outages where a redundancy strategy is needed to minimize downtime. If your business cannot go offline for any reason, our hybrid deployment is a sound way to minimize costly downtime while allowing you to maintain reliable, uninterrupted communication.

## An Enterprise-Grade Integrated Contact Center That Does More Than Just Connect

As many industries are increasingly consolidating and streamlining their services, the need for a highly integrated contact center that can provide the ultimate UX and more advanced customer service capabilities is on the rise. Zultys has developed our Integrated Contact Center solution to **drive customer satisfaction, engagement, and loyalty**. Available via a web-based application as well as a desktop application, it easily integrates with external CRMs, Outlook, and other third-party tools.

Supervisors can silently monitor calls, barge-in as needed, and "whisper" advice to agents on calls. Our SuperView™ feature enables real-time call monitoring, analytics, and statistics for multiple groups in a single window. **Agents and operators on the go can also answer business calls from their mobile devices with their personal information protected.** With game-changing capabilities including advanced call routing, call attached data for customizable agent scripts, programmable rules based on real-time conditions, and web chat options, managers can confidently handle day-to-day operations without the need to involve IT or an external service provider.

At Zultys, we always deliver a stress-free, customizable contact center that's made for the unique needs of any business and provides the best feature set for the best price available.

## Exceptional Enterprise-Grade Capabilities

Many businesses want to migrate to cloud communications but are reluctant to do so because they don't want to lose some traditional phone system capabilities that are mission-critical. At Zultys, we understand this issue, which is why we've developed a platform that always gives you the best of both worlds, including:



### Line Appearance Functionality

While some cloud communications providers offer a basic call park, which is the ability for a receptionist to put an incoming call on hold for someone to handle, our system alerts multiple designated users with a flashing light to quickly answer every call that is put on hold to ensure the best customer experience and minimize hold times.



### Advanced Phone System Scheduling

Our intuitive auto attendant enables you to program call handling at specific times to ring a certain number of times before transferring to other lines in succession before going to voicemail and knows to go directly to voicemail after business hours. In addition to being scheduled in advance, this feature can be toggled on or off with the click of a button.



### Voicemail and Fax Escalation

Many businesses have strict SLAs for response times to respond to customer calls and faxes within several hours, so our phone system can be programmed to notify and remind specific employees after a period of time has passed (e.g., a half hour, hour, etc.) to reply to the sender and then escalate the notification to managers as directed.



### Internal and External Paging

We support both unicast and multicast paging, which easily allows users to be placed into paging groups for targeted announcements, or all groups can be selected for an office-wide page. Multi-paging systems can be customized, including an external overhead paging unit with other speakers strategically located across sites as desired.



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\* Zultys adheres to HIPAA compliance within our data centers. End users and Zultys Partners who implement HIPAA-compliant MX systems are responsible for all HIPAA safeguards at the local site. See our HIPAA flyer for more details.