



www.evolveip.net

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877-459-4347

FOUNDED IN

2007

OVER A
DECADE OF
CLOUD EXPERIENCE

Over 1,900 clients
representing nearly

420,000

END USERS

GLOBAL REACH AND
NATIONWIDE FOCUS

60 & **5**
COUNTRIES CONTINENTS

65%

OF ASSOCIATES IN
TECHNICAL &
SUPPORT ROLES

OVER

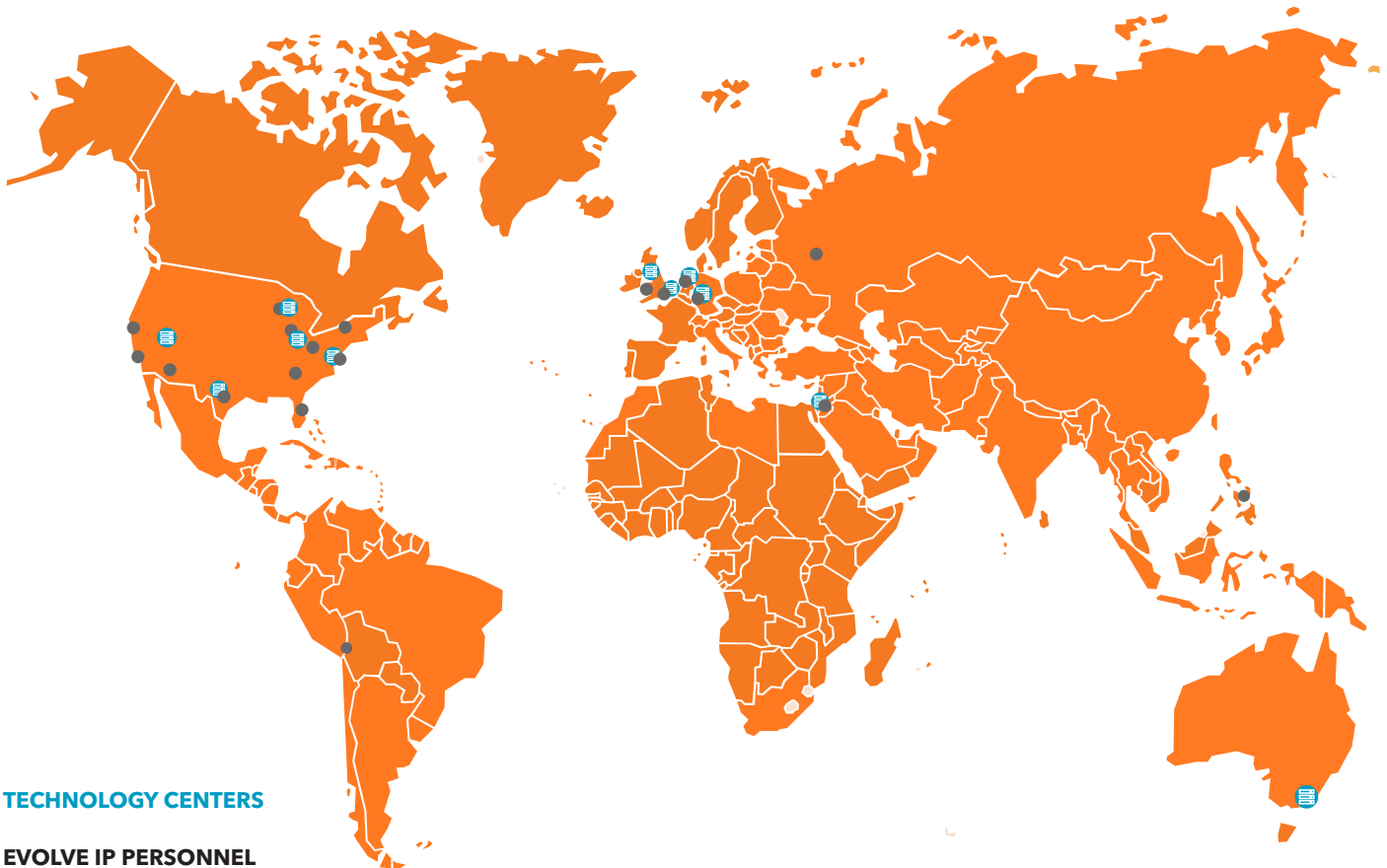
95%

CLIENT
SATISFACTION RATE
WITH UNPARALLELED

NPS OF 60

*NET PROMOTER SCORE

ONE WORLD. ONE COMPANY. ONE CLOUD.™



 TECHNOLOGY CENTERS

 EVOLVE IP PERSONNEL

EVOLVE 

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UNIFIED COMMUNICATIONS

- CONNECT
- COLLABORATE
- INTEGRATE

WHY UCaaS?

To successfully compete in business your associates must be able to connect anywhere with clients, and each other, on the devices of their choice. Crystal-clear voice services are expected; to get ahead, your enterprise must be visible, present and able to collaborate instantly.

WHY Evolve IP UCaaS?

Evolve IP's Cloud-based Unified Communications solution delivers award-winning collaboration (video, chat, conferencing and more) and crystal clear voice services that integrate with the applications you're already using today; dramatically easing deployment and user adoption. Even better, as a strategic partner, we design and customize our solutions to fit the unique needs of your business instead of forcing you into a 'one-size-fits-none' service.

SOLUTION HIGHLIGHTS:

- Global enterprise-class hosted IP phone system
 - Polycom VVX or Yealink HD handsets included or use your own compatible device or softphone
 - In-country unlimited usage and DIDs
- World-class collaboration tools
 - Presence, Chat, Voice, Video and Conferencing (Web, Audio and Video)
- Mobility
 - Windows, MAC, iOS and Android Compatibility
 - Seamlessly integrates with Evolve IP's DaaS and Contact Center
- Certified Compliant Unified Messaging and Call / Screen Recording
- Telephony-enable your applications including Skype for Business, Google Apps and over 40 prebuilt CRM integrations
- Customize your solution with free APIs or leverage our development team
- Built-in disaster recovery/business continuity features
- Award-winning OSSmosis administration portal



CONTACT CENTERS

- OPTIMIZE AGENTS
- GAIN INSIGHTS
- IMPROVE EXPERIENCE

WHY Cloud Contact Centers?

Your contact center is the lifeblood of the enterprise and anything you can do to improve agent results and customer experience is a major win for the business. In today's highly competitive environment, if you're not leveraging technologies like omni-channel, workforce management, rich integration with your business applications, and advanced business intelligence you're falling behind.

WHY Evolve IP Cloud Contact Centers?

Evolve IP's omnichannel contact center provides all of the features you need to run a world-class contact center and since it's delivered in the cloud you won't have to play catch-up when new technologies emerge. We integrate with the applications you already use making deployment simple, and we build custom solutions that make your team more effective.



SOLUTION HIGHLIGHTS:

- Delivered as a complete hosted Contact Center solution with Evolve IP's award winning UC services OR as an overlay to your existing PBX
- Omni-channel Interactions: Voice, Text / SMS, Email, Chat and Social
- Certified compliant Call and Screen Recording
- Ad-hoc or scheduled reports, agent evaluation features, business intelligence tools and dashboards
- Telephony enable your CRM and business applications with over 40 prebuilt integrations
- Support office, mobile and work-at-home agents worldwide in a single resource pool
- Advanced Call Flows, IVR, Skills-Based Routing, Queue Callback, Post Call Surveys, Dialer
- Workforce Management from industry-leader Monet
- Award-winning, web-based OSSmosis administration portal



zendesk



sage



MONET | SOFTWARE

DESKTOP SOLUTIONS

- SIMPLIFY MANAGEMENT
- PROTECT DEVICES
- WORK ANYWHERE

WHY Desktop Solutions?

Your associates are working 7 days a week from just about any location you can imagine. That's great for your business. However, the combination of providing anywhere access to data and applications while securing and managing their multiple devices is making IT's job harder than ever.

WHY Evolve IP Desktop Solutions?

Evolve IP Desktop Services meet the diverse needs of any organization by providing a unified desktop management solution for physical and virtual desktops alike - enabling IT departments to deliver the most appropriate desktop solution for each end-user, while maintaining control through the cloud and improving end-user support.

SOLUTION HIGHLIGHTS:

Our custom desktop cloud strategies are designed around your business's unique needs and deliver major benefits:

- For IT, we make it easy to integrate, manage, protect and update all of your associate's devices and applications.
- For associates, we make working anywhere / anytime a real, effective option
- For the C-Suite, the entire organization becomes more productive while hardware costs and CAPEX go down

Unified Desktop Management - A single solution for desktops, support and hosted applications

Desktop as a Service (DaaS) - Gartner acclaimed "always on - always there" personal desktop in the cloud

Remote Monitoring and Management (RMM) - Management console for physical workstations, virtual desktops, mobile devices, servers and network equipment

IT as a Service (ITaaS) - Optional helpdesk and managed services designed to unburden busy IT departments

Office 365 - Microsoft's cloud suite, delivered and supported by Evolve IP

Evolve SYNC - The standard for business-grade file sync and sharing with encryption, custom or unlimited retention, remote wipes, continuous backups and rapid restores



DISASTER RECOVERY (DRaaS)

- **HARDWARE FAILS**
- **HACKERS ATTACK**
- **DISASTERS HAPPEN**

WHY DRaaS?

The odds are high that your businesses is going to have to recover from a disaster. While big disasters can be devastating to a business, little disasters happen every day. In fact, our survey of over 2,000 IT pros and executives showed that 1 in 3 organizations have already experienced an incident that required disaster recovery.

WHY Evolve IP DRaaS?

Evolve IP's disaster recovery suite protects data and applications and allows you to recover your environment based on how your business runs today and the way your infrastructure is currently designed. From fully-managed DR, to self-managed solutions, to essential cloud backups, we have a service that enables IT resilience and fits your recovery timeframes, budget and compliance needs.

SOLUTION HIGHLIGHTS:

Managed DRaaS - Fully-managed failover, recovery and testing.
24/7/365

Disaster-Recovery-as-a-Service (DRaaS) - Self-managed, fast, secure backups, replication, and restoration

Backup-as-a-Service (BaaS) - Backup your onsite desktops or local Veeam appliance

Hypervisor Replication - VM replication, failover/ failback and testing in near real-time

Server Replication - Agent-based replication and failover to the Evolve IP cloud

Desktop Reliability - Pre-built and tested backup desktop resources, available on-demand

Certified Compliant - Backup and replicate to our third-party audited cloud

DR Plan Development and Consulting - Customized plan development and testing

Zerto

 nimblestorage

VEEAM

INFRASTRUCTURE AS A SERVICE (IAAS)

- PRIVATELY SECURED
- PUBLICLY CONNECTED
- ZERO SPRAWL

WHY IaaS?

No service is perhaps more synonymous with the Cloud than Infrastructure as a Service. For many businesses moving servers and data centers to the cloud is akin to dipping a toe in the cloud pool, hoping that the experience meets their expectations for greater scalability and agility, improved uptime, disaster avoidance (recovery), greater security and compliance.

WHY Evolve IP for IaaS?

IaaS doesn't have to mean a hyper-scale credit-card based behemoth. While web apps and content require elasticity, internal workloads require stability and privacy. Evolve IP's VMware-certified cloud enables business to enjoy the benefits of cloud infrastructure without retrofitting traditional workloads or learning additional skills, all while supporting the privacy and compliance requirements their business demands.

SOLUTION HIGHLIGHTS:

From fully leveraging our state-of-the-art virtual private cloud, to integrating hybrid configurations, to interoperating with public cloud, we will build a cloud strategy that works for the unique needs of your business.

Virtual Private Cloud - Built-in high-availability and scalability of public clouds with the control and privacy of a private cloud

High-Performance Infrastructure - Throughput, processing speed and disk performance for heavy workloads

Service Level Assured - Guaranteed SLA for uptime and availability

Guaranteed Resource Reservation - Resources are 100% reserved for your use

VMware VCloud-Powered - Move existing VMDKs to Evolve IP without retrofitting

Certified Compliant - True client isolation, security and encryption in our certified cloud

Migration and Design Assistance - Cloud consulting expertise to help clients create the ideal cloud or hybrid-cloud environment



THE EVOLVE IP DIFFERENCE

CUSTOM CLOUD STRATEGIES

We deliver customized strategies for success, not just services. Your business isn't cookie cutter and we know it. Instead of forcing you down a 'one-size-fits-none' path, we'll provide you with a tailored cloud migration strategy and solutions that integrate with each other, with your current infrastructure, and with the applications your business already uses today.

THE EVOLVE IP ONECLOUD™

Our solutions can be deployed individually or together in the Evolve IP OneCloud. It's easier to work with us. We are the only provider that can deploy both cloud computing and cloud communications in a secure, virtual private environment. Leveraging Evolve IP for multiple solutions compounds the ROI of our clients' IT investment by improving efficiencies, decreasing costs, and eliminating cloud sprawl.

BEST-OF-BREED

We deploy best-of-breed solutions including: Disaster Recovery, Contact Center, Unified Communications, Virtual Desktop Services and Infrastructure. Our solutions are noted by leading analysts in multiple publications, we have received top vendor designations from firms like Cisco, VMware and EMC, and customers regularly rate our solutions with 4.5 stars out of 5—or higher.

WORLD-CLASS COMPLIANT PLATFORM

Evolve IP's cloud solutions and intellectual property are built on top of the world's leading technologies, leverage our globally redundant data centers, and run over the industry's most robust network architecture. All solutions are 3rd party audited for major compliance regulations including HIPAA / HITRUST, PCI, SOC 2, and more.

INVESTED IN YOUR FUTURE

We want your experience with Evolve IP to be so good that when the time comes you will deploy additional solutions in our Cloud. As a result, we're invested in your future - for the long haul. We provide dedicated resources for your entire customer experience—from design to deployment to support—and with a 94% associate retention rate you'll always have a familiar name to call.

OBSESSED WITH CLIENT SATISFACTION

Our focus on strategy and tailored solutions, the ability to deploy best-of-breed, integrated services on OneCloud, our focus on compliance and world-class architecture, and our understanding that to succeed we must be your partner over the long term has made us *obsessed with client satisfaction*. As a result, we have the industry's highest verified client satisfaction scores.

WHY CLIENTS CHOOSE EVOLVE IP

The Cloud is no longer about buying individual services. It's now about building a strategy around multiple cloud services and integrating them together to make IT more efficient.

For over a decade Evolve IP has delivered customized strategies and integrated services for both cloud computing and communications; solutions that are designed to work together and with the applications you already use in your business.

The Evolve IP OneCloud™ lets enterprises move a service at a time, to a secure, virtual private environment, and our analyst-acclaimed solutions and intellectual properties are built on a world-class, compliant architecture that leverages the blue-chip technologies organizations already know and trust.

Our long-term success is built on a business deploying more services with Evolve IP so we are invested in our clients' future. As a result, we are dedicated to providing superior service in every aspect of our client relationships and this has resulted in the industry's highest verified client satisfaction.

COMPLIANCE & VENDOR CERTIFICATIONS



AWARDS & RECOGNITION

