



Just because your workplace has changed doesn't mean your communication has to.

Whether you have recently decided to move to a remote or partially remote work environment, or your business has offices around the country – or not, ARCO Elevate is a fully unified, cloud-based communications and collaboration platform. It enables mobile, remote, and in-office staff to share ideas and content through a single, easy-to use system, ultimately facilitating productivity and teaming.

ARCO Elevate seamlessly integrates all your communication tools - desktop phones, smart phones, tablets and computers – into one connected smart solution oriented around your employee's needs and workstyles.



ARCO ELEVATE BENEFITS

With ARCO Elevate, all of your business communication methods and devices into one integrated, easy-to-manage system.

Exceptionally reliable



The Elevate voice network is purpose-built for reliability

- East and west coast datacenters provide redundancy and minimize latency
- Stringent prequalification guidelines and proprietary VoIP network testing help ensure a reliable connection and crystal-clear voice quality

Simplified scaling & management



Elevate scales according to the needs of your business

- Order service according to the number of users or resources needed today; pay only for what is used.
- Ordering additional service is easy and can be spun up quickly.
- Scales to many users per business.

Increased productivity & collaboration



Elevate makes a more productive workforce

- Provides reporting
- Work, anywhere, anytime, and on any device for ultimate flexibility.
- Transcribes voicemail messages to text and/or email, allowing for more efficient voicemail management.
- Records and transcribes video conferences using the Virtual Assistant
- Integrated chat, SMS, video conferencing, screen sharing, file sharing and backup to facilitate increased collaboration.
- Customize and brand your system and video conferencing to reflect your business experience.

Business continuity



Ensure that you never miss an important business call

- Cloud based systems are immune to local outages. Elevate will try all user devices, then dial phone numbers like cell phones, hunt groups, or other auto attendants.
- The Elevate mobile app has full business phone functionality to be used if desk phones become unavailable

Lower cost



No hardware to buy, install, manage, upgrade or replace

- Lower infrastructure and operating costs compared to traditional phone service.
- Reduces infrastructure and operating costs; no additional hardware to buy.
- Consolidates voice and data onto one network.
- Flat, per-user rates with unlimited domestic local & long-distance calling.

DESKTOP PHONES

- Easy-to-use interfaces, rich audio quality and productivity features
- Phones are pre-programmed to work seamlessly with Elevate
- Phones are plug and play, and can be used anywhere there is an internet connection*



Polycom VVX



**Yealink DECT
Cordless**



**Polycom SoundStation
Conference Phones**



Yealink T4 series

ARCO ELEVATE – WHAT'S INCLUDED

Each user receives:

- Local phone number with unique extension
- Ability to have up to five endpoints
- Inbound/Outbound Caller ID
- Web Fax
- Voicemail box with transcription services
- Elevate Mobile App & Desktop App
- Online Meeting with up to 4 participants (30 with Elevate Pro)
- 2GB per user ShareSync file share and backup (100Gb per user with Elevate Pro)

Each account receives:

- Centralized management of all locations
- Auto Attendant with a direct inward dial phone number
- Ability to configure up to 10 hunt groups
- Conferencing: 200 toll-free minutes / month
- Active directory integration for easy configuration of users
- Hunt Group reporting
- Enable/Disable call recording

ELEVATE COMMUNICATION FEATURES

System Features

- Voicemail with Transcription
- Auto Attendant
- Caller ID
- Custom Hold Music & Greetings
- Direct Inbound Dialing (DID)
- Call Flip
- Conference Bridge
- Hunt Groups
- Hunt Group Call Reporting
- Email and SMS notifications
- Busy Lamp Field / Call Presence

Phone Features

- Call Forward
- Call Hold
- Call Recording
- Call History
- Call Transfer
- Call Waiting
- 3-way Calling
- Do Not Disturb
- Extension Dialing
- Configurable Ring Options
- Voicemail
- Administrator Password
- Named Ring Groups
- Page all Phones
- Call Park
- Inbound Caller Name
- Call Flip
- Configurable Line Keys
- Speakerphone
- On-Hook Dialing
- Remote Line Key
- Transfer to Voicemail

*Some restrictions apply to countries outside the US

ELEVATE PRODUCTIVITY FEATURES

Elevate Desktop Application

The Elevate Desktop App brings essential collaboration tools together, so employees can send and receive chats and SMS messages, place and receive calls, share screens, start video calls and share files—all from one application.

- Have the flexibility to use your desktop application to place and receive calls in two ways – either as a call controller for your associated desk phone, or as a softphone from your Mac® or PC.
- One place to see the availability of coworkers, place a phone call, start team chat, send text messages, and launch a video conference.
- With the Elevate Desktop and Mobile Applications, you can take your contacts, files and conversations with you – wherever you are.



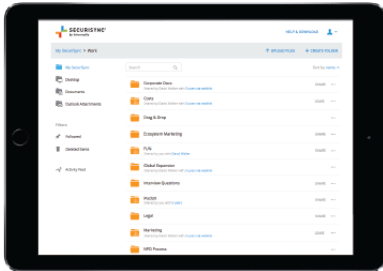
Video Conferencing & Screen Sharing

Elevate includes Online Meeting, an easy-to use, feature-rich, reliable video collaboration tool.



- HD video conferencing eliminates unnecessary travel, accommodates a remote and/or dispersed workforce and empowers team productivity.
- Share your screen can be shared with team members in real time, improving collaboration and speed of decision making
- Includes a conference dial-in number, and custom URLs for meetings
- Customize the look and feel of your video conference experience with your brand.
- Provide screen annotation to drive engagement from attendees
- Record and transcribe your conference call using the *new* Virtual Assistant feature.
- Share control of your screen with other attendees on the video conference for complete ease of use in any situation.

ARCO ELEVATE PRODUCTIVITY FEATURES (continued)



File Sharing & Security

- File sync and share files between team members.
- Easy and secure file sharing; you will always receive the most current version of files from any device
- Integration with Windows file server, Exchange Email, Active Directory, Outlook, Office, and Office 365®
- Your company's files and data are safe. ARCO Elevates comes with backup for desktops, mobile devices, and file servers.

Elevate Mobile App

This powerful application transforms your phone into an essential collaboration tool, making teamwork on-the-go easier than ever. See who is available, send and receive chats and text messages, place calls and see voicemails all from one application—anytime, anywhere.

- Synchronizes your full desktop chat and SMS history is with your mobile device so you can stay connected and continue conversations no matter where you are.



ARCO ELEVATE EXTEND

Elevate Extend is an integrations platform that connects powerful voice, chat, video conferencing, and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce® and more – driving higher productivity and increasing customer retention at no heavy cost.



Increase employee productivity

Embed communications into everyday business applications across teams to streamline business workflows and maximize employee efficiency.



No heavy IT investment

Our integrations are easy to use and easy to deploy, with no heavy training or implementation costs required.



Increase revenue and drive customer retention

Combine powerful communication capabilities with relevant customer data to ensure sales and support teams have the right information at the right time.