

Introducing West UC Services Voice & Network

HAVING THE UC DISCUSSION

The West logo consists of the word "west" in a lowercase, sans-serif font, enclosed within a white square border. The logo is positioned in the upper right corner of the document, overlaid on a red-tinted background image of server racks and network cables.

FOR INTERNAL USE ONLY

WE ARE:

The leading provider of cloud-based communications for the enterprise, incorporating MPLS-based application networking, enterprise voice, unified threat management, advanced contact center solutions, unified messaging and collaboration tools.

WHAT WE DO:

We work with industry-leading companies like Berkeley Research Group, Morrison Supply, Scotts MiracleGro, St. Elizabeth Physicians (*note: use examples relevant to the prospect you are talking with*) to take advantage of current and emerging communication technologies to:

- Deliver advanced, cloud-based communications and collaboration services that increase employee productivity and service levels
- Drive down communication costs
- Increase efficiency of IT operations

Instead of focusing on key communications initiatives that have the potential to transform the way an enterprise works, many companies have been forced to spend a disproportionate amount of their limited resources on managing legacy voice and aging data infrastructures. We enable clients to end the fixed costs and inflexibility of traditional voice and data platforms, manage costs more effectively and refocus their resources to focus on initiatives to drive business growth and create new sources of competitive advantage.

CUSTOMER RESULTS:

- **Efficiency:** Driving down the cost and complexity of implementing advanced communication tools.
- **Execution:** Speeding the deployment and impact of Unified Communications across the organization.
- **Agility:** On-demand services that are closely aligned with business needs.

WE AIM:

To be a trusted advisor and partner, helping our clients navigate emerging technologies so that they might lead in their markets through innovative uses of next generation communication technologies.

WE WILL:

Serve clients over the long-term; focusing on delivering business value through transformation and lasting impact.



HOW WE DO IT:

We see an opportunity to think differently about our customer's communications infrastructure. Our vision of tomorrow puts clients in a position to redeploy their resources—people, time, budget— from managing basic voice and data infrastructures into driving the business initiatives that are the basis of their emerging and sustainable competitive advantage.

Solutions: Cloud-based applications and services delivered over next-generation, application-aware networks that provide an enterprise with the best in enterprise voice, data, security, collaboration and contact center solutions.

Services: A highly flexible model supported by end-to-end implementation services and on-going operational support that scales as the client's business grows and technology evolves.

Infrastructure: West is a global provider of voice and data services with a platform specifically designed to meet the needs of the dynamic and distributed enterprise.

HOW WEST IS DIFFERENT:

Experience: West delivers flexible, on-demand IP communications solutions for enterprise clients and continues to lead the industry, providing the premier cloud-based communications applications and services. Today we provide services to hundreds of thousands of employees in hundreds of leading global enterprises across North America, Europe and Asia.

Expertise: West enables an enterprise migration to IP communications with a team of experts at every level of the process to ensure your transition to cloud-based communications is as seamless as possible. From initial consultation to assessment of business requirements, to planning for implementation, to dedicated project management and ongoing communications services management.

Service: With some of the highest customer retention and satisfaction rates in the industry, we understand the responsibility we have to provide an outstanding client experience. There is no one-size-fits-all solution. We work with our clients to solve their urgent problems and at the same time, show them how to use technology to transform their business. Our support teams are no ordinary help desk, they become an extension of a client's IT team, integrating our processes and knowledge into the way an enterprise works.