



## Cloud-Based Collaboration

### Message. Meet. Call.

With cloud-based collaboration from PCS you can have it all...

#### Trust Precision Computer Services to Keep Your Phones Ringing

Today communication needs to be agile. Mobile. Collaborative. All thanks to mobile devices and evolving innovations in infrastructure and applications for voice, video, messaging, and content sharing. Cloud-based collaboration makes instant communications and live meetings possible through a deeply integrated set of industry-leading communications tools for an unmatched collaboration experience—Let PCS deliver this to you!

#### ▶ Benefits

#### ▶ Simple

Delivered entirely from the cloud, each element makes the user and administrator experience simple and intuitive. It's easy to use and easy to manage. And offered on a simple subscription basis, so you can add services on demand.

#### ▶ Secure

Security is integral to cloud-based collaboration. PCS partners with proven technology providers who have extensive experience securing the world's largest networks. The result is best-in-class service and knowledge combined with the hardware and the software elements of our market leading enterprise communications and cloud services. This ensures both security and reliability of the service to our clients.

#### PCS Competencies

- ✓ Accredited Managed Services Provider
- ✓ 24x7x365 Remote Help Desk and On-site Support
- ✓ 24x7x365 Real-Time Network Monitoring
- ✓ Experienced, Certified Technicians and Engineers
- ✓ Dedicated Account Managers
- ✓ Predictable Monthly Cost, Scalable Level of Service
- ✓ Remote Resolution of Issues more than 90% of the Time





## Benefits, con't

### ▶ Complete

Our best collaboration tools in one complete service delivers a great experience regardless of location or device. Message, meet, and call anyone, anywhere, anytime. And because we host the service in our cloud, it's always up-to-date.

### ▶ Message. Meet. Call

With PCS cloud-based collaboration, you can:

- **Message:** Business messaging lets you prepare, share, and iterate on content. Enjoy 1:1 and team messaging in virtual rooms with persistent content and context for team interactions. This service breaks down communication barriers and makes it incredibly simple to work with anyone.

- **Meet:** Connect teams and meet customers easily with the added benefits of messaging and content sharing before, during, and after the meeting. It's easy to schedule or join a meeting at a main office, a branch office, at home, on the road, or from a room-based video system. Every meeting is video-centric. Users shouldn't have to think about what type of conferencing they need before scheduling; after all, it's just a meeting.

- **Call:** The service enables voice and video communications via mobile, desktop, and room-based devices. Simply connect your existing PSTN services to our solution to enjoy one-touch directory dialing and join meetings from anywhere on any device. Mobile users get features such as single number reach, single voicemail service, video services, and the ability to seamlessly move between devices during a call.

## Services

### Response

Emergency remote response

Emergency onsite response

### Monitoring

24/7 VoIP reliability

Remote control enabled software

Easy to understand graphical reporting of performance

### Maintenance

Online case management

Phone system asset management and inventory

Major revision upgrades

VoIP network performance tuning and optimization

Warranty and service contract tracking



## About PCS

For over two decades, Precision Computer Services (PCS) has helped clients execute on their technology visions. Committed to solving your most complex IT challenges, we deliver high quality solutions and support that are integral in helping achieve your strategic business goals.

Powered by the Best in the Business



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