Madrona Tech
www.madronatech.com
Call for a free estimate: 310-425-3898

Take your business to the next level with fully integrated unified communications

ALL-IN-ONE COMMUNICATIONS AND COLLABORATION

Wherever work takes you, a better way to communicate needs to come, too. With Intermedia Unite, a full office communications suite goes wherever you go.

Unite combines a feature rich business phone system with video conferencing, chat, contact center, file sharing, and more with the integrated mobile and desktop apps that allow for wherever, whenever communication.

And with Unite, they are all available on one integrated, secure, reliable, and easy-to-use platform.

INTERMEDIA UNITE BENEFITS

INCREASE PRODUCTIVITY AND COLLABORATION

- Communicate how you want, wherever you are, with integrated voice, chat, video conferencing, screen and file sharing, and file backup
- Work from virtually anywhere, at anytime, on any Chromebook, iOS or Android-enabled smart device
- Switch seamlessly from your desktop to your mobile device, and vice versa, with integrated mobile and desktop apps

LOWER COSTS

- Save up to 50% on your monthly phone bill when compared to traditional phone service
- Consolidate voice and data onto one network
- Reduce infrastructure and operating costs with no additional hardware to buy
- Flat, per-user rates with no hidden fees and month-to-month contract options

INCREASED RELIABILITY

- Includes 99.999% financially-backed uptime SLA
- Proprietary Intermedia VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency

SIMPLIFIED SCALING & MANAGEMENT

- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy and can be done online
- Manage service and features using user-friendly HostPilot® portal

BUSINESS CONTINUITY

- Intermedia Unite automatically rings to all of your end points (desk phone, mobile, etc.) with every call
- In the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.).

THE INTERMEDIA UNITE PLATFORM

PHONE SYSTEM

- Cloud-based phone service with 90+ enterprise-grade calling features and excellent network call quality and uptime
- System configuration and call reporting are managed from a single web-based portal
- Protect your business and increase employee productivity with built-in Spam Caller Protection

MOBILE

- The Unite Mobile App makes any smartphone an essential collaboration tool
- Place and receive calls, see who is available, respond to chat conversations, join video meetings, and more from your mobile device
- Extend your business phone number and extension to your mobile phone
- Sync contacts from popular third-party platforms (Microsoft 365, Google, and more) to your desktop and mobile devices

DESKTOP

- View real-time working statuses of colleagues, place and receive calls, communicate in real-time with team chat, meet face-to-face in HD video, share and store files, and more
- Use the desktop application to place and receive calls or as a call controller for your associated desk phone or as a soft phone from your Google Chrome browser, PC or Mac®

VIDEO CONFERENCING

- Meet face-to-face in HD video and share your screen for more interactive and productive meetings with colleagues and customers
- Access to advanced features – like automatic meeting lock, virtual backgrounds, meeting transcriptions, and more

REMOTE OFFICE

- Intermedia's preconfigured phones can be plugged in to any location that has an internet connection
- Remote desk phones work exactly the same way as they do in the office, with access to all the same features and functionality as everyone else in the company

CONTACT CENTER

- Voice, chat, and e-mail queues combine into a single omni-channel experience
- Provide exceptional customer interactions with customizable call flows

PHONE

- Phones are plug and play, delivered pre-configured to work seamlessly with the Unite service
- No special setup or technician required
- Includes world-class manufacturers such as Poly, Cisco, and Yealink, with many models to choose from to meet any business need

VOICEMAIL

- Voicemail can be managed and accessed according to user needs. Listen and manage from the desktop phone, or through the mobile app
- Transcribed voicemail messages can be delivered via email, or viewed on the mobile app
- Voicemail can be received or forwarded as a downloadable email attachment

PRESENCE INDICATOR

- Intermedia desk phones and applications include presence – the ability to see whether your company contact is available or busy on the phone
- Desktop phones include a busy lamp field (BLF) in the LCD display that indicates presence
- The Intermedia desktop and mobile apps display presence information alongside each contact in the Active Directory

THE INTERMEDIA UNITE PLATFORM (CONTINUED)

FAX

- Intermedia WebFax is a "virtual" fax service that allows users to receive and manage faxes via the web or email
- Transmits faxes directly from a Windows®-based PC

TEAM CHAT

- Communicate with more than voice and email – use direct chat and private and public channels to have conversations, share files, and more in real-time
- Use direct chat to communicate with an individual colleague
- Use private and public channels to discuss specific topics in groups
- Send and receive unlimited text messages across US, Canada, and Puerto Rico[1]
- Access advanced collaboration features like @ mentions, search in chat, replies, rich text editor, and more
- All messages automatically sync across mobile and desktop apps, and are securely encrypted in transit and at rest

FILE MANAGEMENT

- Access files from desktops, laptops, smartphones, tablets, file servers, and the web
- Full control over files, users, devices, and sharing activities
- Real-time backup of all files, mobile photos, and videos
- Point-in-time file restoration for quick recovery from ransomware and other types of data loss
- Up to 10 GB per user of SecuriSync® file storage included[2]

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1. Only available in North America for Unite with Teams, Pro, and Enterprise licenses.

2. 10GB is only available for Unite Pro and Enterprise licenses.

INTERMEDIA UNITE EXTEND INTEGRATIONS PLATFORM

Intermedia Unite Extend, Unite's integrations platform, 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.

INTERMEDIA EXTEND API PLATFORM

The Intermedia Extend API platform allows you to integrate the features of our voice, video, contact center, and analytics services into business applications (CRMs, ERPs, Ticketing Systems, etc.). Developers can leverage Intermedia APIs to build custom solutions to meet your specific business needs.

BENEFITS FOR YOUR BUSINESS

Increase Productivity
Improve employee and customer experiences by enabling communication capabilities in everyday business apps.

Better Customer Experience
Access relevant customer data at the right time to deliver a more personalized experience.

Access Critical Data
Add employee calling and communication data to your business reporting tool(s).

HOW IT WORKS

VOICE   MEETING   ANALYTICS   CONTACT CENTER   ADDRESS BOOK

Developers use assets to build custom solutions to meet business needs.

>

End-users use solution in apps & websites.

PHONES & DEVICES

Intermedia offers a range of Polycom, Cisco, and Yealink phones to fit your business needs. No technical installation required, just connect them to the internet and they're ready to go.

DESK PHONES

Model	VVX 150	VVX 250	VVX 350	VVX 450
# of line keys	2	4	6	12
Network	10/100	Gigabit	Gigabit	Gigabit
Screen type	Greyscale	Color	Color	Color
Headset capable	RJ9	RJ9 / USB	RJ9 / USB	RJ9 / USB
PoE	Yes	Yes	Yes	Yes
USB ports	0	1	2	2

Model	T33G	T53W	T54W	T57W	W60 DECT
# of line keys	4	6	16	16	8
Network	Gigabit	Gigabit / Wi-Fi	Gigabit / Wi-Fi	Gigabit / Wi-Fi	Gigabit
Screen type	Color	Greyscale	Color	Color / Touch	Color
Headset capable	RJ9	RJ9 / USB / BT 4.2	RJ9 / USB / BT 4.2	RJ9 / USB / BT 4.2	3.5 mm
PoE	Yes	Yes	Yes	Yes	No
USB ports	0	1	1	1	0

CONFERENCE PHONES

	Poly	Yealink
Model	Poly Trio 8500	Yealink CP960
Network	Gigabit	10/100
Screen type	Color	Color
Mic. pick up radius	14'	20'
PoE	Yes	Yes

HEADSETS

Poly	Savi 8210	Savi 8220	Blackwire 3210	Blackwire 3220
Model	Savi 8210	Savi 8220	Blackwire 3210	Blackwire 3220
Type	Cordless	Cordless	Corded	Corded
Wearing Style	Single-Ear	Both Ears	Single-Ear	Both Ears
Connection	USB-A / RJ9	USB-A / RJ9	USB-A	USB-A
Range	180'	180'	6.9'	6.9'

ACCESSORIES

	Logitech		Poly
Model	Logitech C270	LOGITECH C920s	Poly Sync 20 Speakerphone
Connection	USB-A	USB-A	Connection: USB-A or Bluetooth
Resolution	720p	1080p	Battery Type: Lithium-Ion
Frame Rate	30 fps	30 fps	Mic pickup range: Up to 7'
Field of View	60-degrees	78-degrees	Talk Time: Up to 20 hours

INTERMEDIA UNITE APPS

UNITE DESKTOP AND MOBILE APPLICATIONS

The Unite desktop and mobile applications transform devices into powerful communication tools, giving users access to:

- **Team chat:** Communicate with more than voice and email – use direct chat and private and public channels to have conversations, share files, and more with colleagues in real-time

- **Video conferencing:** Meet face-to-face in HD video and share your screen for more interactive and productive meetings

- **Calling:** Place, receive, and manage calls from your desktop or mobile device

- **File sharing:** Easily access, share, and collaborate on documents securely from any location

- **Presence:** Real-time working status of colleagues gives more transparency and increases efficiency by letting you know who is available for a quick call, chat, or meeting

- **Mobility:** Place and receive calls, respond to chat conversations, join meetings, and access files from your mobile device – making it easier than ever to stay connected and be reachable wherever you go.

FIND THE RIGHT PLAN FOR THE RIGHT USER

FACTORS	UNITE FOR TEAMS	UNITE WITH TEAMS	UNITE PRO	UNITE ENTERPRISE
Mix and match	●	●	●	●
Number of concurrent endpoints	●	●	5	5
Mobile app		●	●	●
Desktop app		●	●	●
Unlimited calling	●	●	●	●
Auto attendant	●	●	●	●
Caller ID	●	●	●	●
Call transfer, Call Hold, 3-way calling, Music on hold	●	●	●	●
Paging		●	●	●
Call park/pickup		●	●	●
Intercom		●	●	●
SPAM call blocking/tagging	●	●	●	●
911 admin notification	●	●	●	●
Voicemail	●	●	●	●
Voicemail transcription	●	●	●	●
Call recording	●	●	●	●
Receptionist mode		●	●	●
Web fax		●	●	●

Collaboration

FACTORS	UNITE FOR TEAMS	UNITE WITH TEAMS	UNITE PRO	UNITE ENTERPRISE
Presence detection		●	●	●
Team messaging			●	●
Business SMS		●	●	●
File backup, sync and share			10GB	10GB
Exchange mailbox				●

FACTORS	UNITE FOR TEAMS	UNITE WITH TEAMS	UNITE PRO	UNITE ENTERPRISE
Video Meetings and Conferencing				
HD video conferencing			100 Participants	200 Participants
HD audio conferencing			200 Participants	200 Participants
Screen sharing			100 Participants	200 Participants
Max videos on screen			30	30
Meeting transcription			●	●
Unlimited recordings			●	●
Screen annotation			●	●
Transcripts & meeting insights			●	●
Integrations				
Active Directory	●	●	●	●
MS Teams Calling	●		●	●
Chrome (click to call), G Suite, Outlook, Slack (meeting integration), Oulook/Office 365 meetings integration), Generic CRM screen pop		●	●	●
Sugar CRM, Zoho CRM, Zendesk		●	●	●
Salesforce, ServiceNow, NetSuite, MS Dynamics		●		●
Call and Contact Center				
Agent Log in and Log out		●	●	●
Call queuing, Configuration wrap up time, Configurable agent removal from the queue, Greetings Management	●	●	●	●
Advanced Hunt Groups		●	●	●
Wall boards, Scheduled Reports, Graphical Reports, Real time status		●	●	●
Supervisor functions (Monitor, Whisper, Barge)		●		●

QUESTIONS? CONTACT US TODAY!

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