



OfficeSuite UC[®]

Cloud communications for a new world of business

Powerful tools to help you transform the way you do business

“ OfficeSuite UC[®] allowed us to reduce our monthly costs by almost 85%, which for any business, but especially a growing one like ours, is phenomenal. ”

Student Loan Relief

Dallas, TX



Lower IT and administrative costs

Dramatically reduce the time and resources required to manage and maintain your enterprise phone system and communications services with centralized management from a single website.

- Free and automatic lifetime upgrades and maintenance included
- Add or remove users and features based on business demands
- Improve productivity and save management time when employees self-manage features



“ OfficeSuite UC® has given us mobility and flexibility right out of the box. ”

Human Services, Inc
Chester County, PA



Let business take place everywhere

Increase productivity by enabling your employees to work and collaborate seamlessly from absolutely anywhere using deskphones, smartphones and laptops.

- Get business calls, faxes and emails on any device
- Meet face-to-face and collaborate on any project in real-time via video conference.
- Access and manage everything you need securely online from anywhere

“OfficeSuite UC® gives me the ability to monitor and control the entire system from one website. As the IT Director for a large, multi-site business, having that visibility and control is priceless.”

American Dental

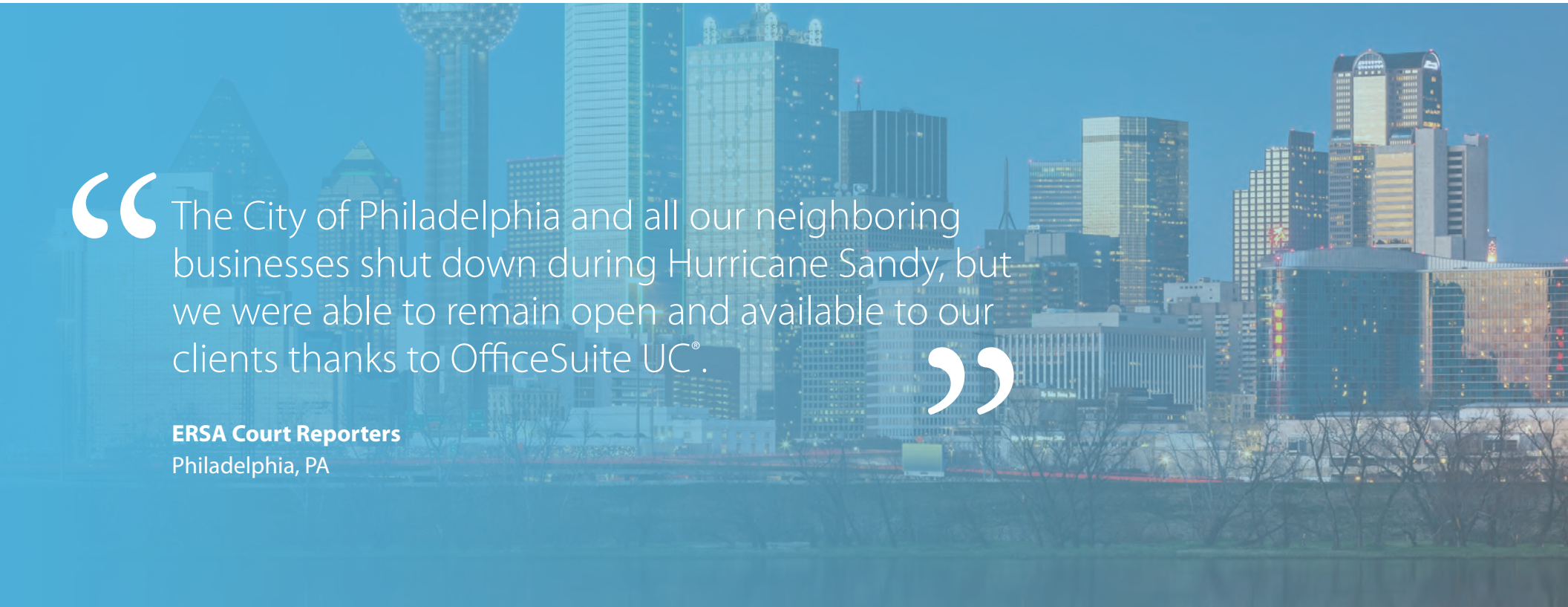
Director of Information Technology



Unify all employees and sites

Use one system for your entire organization without expensive wiring or IT support. Experience seamless collaboration and communicate across locations, while reducing IT complexity.

- Administer changes easily for every employee and site from one portal
- Features and extension dialing work across all locations
- Move between offices, share workspaces and use any phone as your own



“ The City of Philadelphia and all our neighboring businesses shut down during Hurricane Sandy, but we were able to remain open and available to our clients thanks to OfficeSuite UC®. ”

ERSA Court Reporters
Philadelphia, PA



Avoid disasters and ensure business continuity

Secure everything you need in the cloud and remain reachable to customers during disasters even if your physical office isn't open.

- Quickly and easily manage any feature or setting remotely
- Calls, voicemails, faxes, chat and video conferences can take place from any device
- Meet face-to-face and collaborate with clients in real-time from anywhere.

One unified communications solution for all your needs



OfficeSuite UC®



Cloud-based phone system with 100's of features and unlimited calling



Native contact center application



Company-wide chat and mobile apps



Video & audio conferencing, web collaboration tools



Visual voicemail and speech-to-text



Online faxing tools for any device

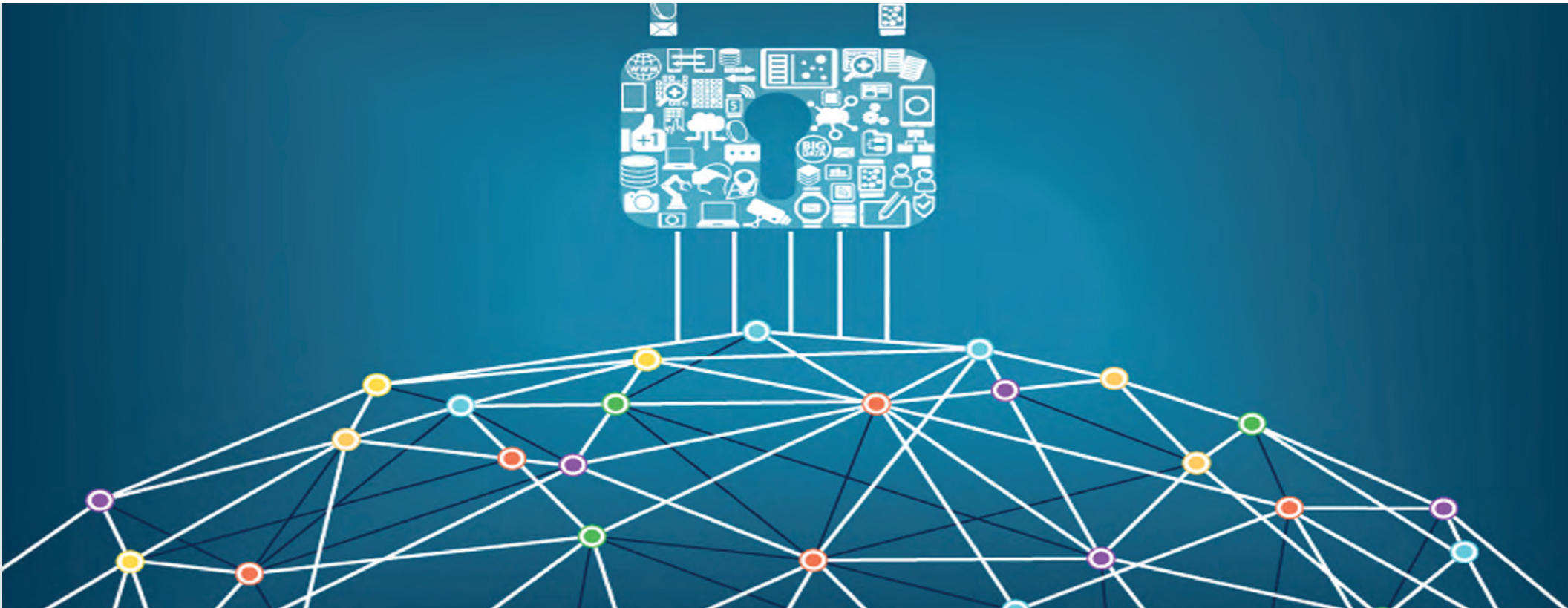


Presence and availability



Integrates with existing off the shelf and custom developed business applications

Business communications unlike any other



The most secure communications system

Unlike other providers, we own the code and utilize unique technology and Silnet, instead of SIP or open source to ensure calls, chats, messages and meetings are encrypted and no data or information is stored on the phone where it can be vulnerable to theft. We enlist our own development team who is dedicated to rapid advancements based on our customer's needs and requirements.

The easiest system to use and manage

If you are relying on the features of a new system for increased productivity and flexibility and they are not easy to use, then there's no value in a new system. Because we develop our own software, OfficeSuite UC® is designed to be user-centric, not device-centric. Our advanced system is so easy to use, that every employee can access and manage the features and services of the system independently, reducing IT help desk dependency and drastically improving productivity and efficiency organization-wide.

Access anywhere, any device

Transform how you do business by giving your employees the freedom to work from anywhere! Since our system revolves around users, not devices, user data can be shared amongst all of your devices. Whether on-site with a customer, traveling or working remotely, the features and services are available from anywhere. Ensure business continuity and avoid costly downtime during disasters when business takes place wherever you need it to.

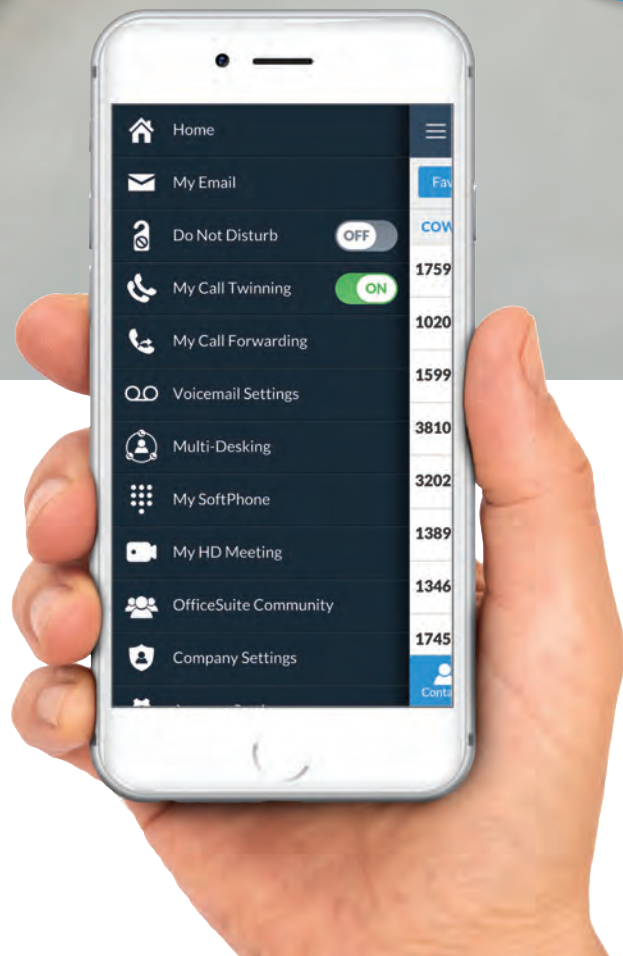
Improve employee productivity with this easy office upgrade!



Get a complete unified communications solution for one low monthly fee!

Our system was developed for your users, making it so easy to use that they can now access the features that will make them more productive.

- Cloud-based phone system with 100's of features
- Video & audio conferencing, web collaboration tools
- Company-wide chat
- Presence and availability
- Online faxing from any device
- Visual voicemail and speech to text
- Unlimited calling*
- Integration options with leading CRMs
- Click-to-call from the web
- Mobile Twinning
- Hot Desking
- Multi-desking
- Mobile Apps



- Unlimited Auto Attendants
- Music on Hold
- Call History Reporting
- Call Coverage
- Intercom
- 10-Way Calling
- Award-winning MyOfficeSuite portal and apps

MyOfficeSuite – The heart of your unified communications system



Award-winning portal and application



Administrators and employees can easily control everything from a single pane of glass

More than a dashboard to reroute calls and make real-time company-wide system changes, it is easy for everyone to:

- Launch video meetings, send faxes and listen to business voicemail
- Chat live in real-time with anyone your organization
- Customize dashboards so employees can self-manage features
- View the availability of every coworker and click-to-call them
- Make changes for all your employees and locations instantly from any device
- Designed to allow end users to make changes easily to free up your IT resources



Move beyond help desk support

Redeploy IT resources when employees can easily use and manage all of the features of the system from an intuitive dashboard.



Order services quickly and easily

Manage, build, install, activate and track service orders for faster turn-up through the Order Wizard.



Control it all from the cloud, not your desk phone

Make real-time changes from anywhere without ever touching a desk phone, stepping foot in an office, or calling your technical team or customer service.



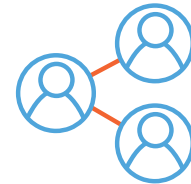
Unlock employee potential with customizable access

Give employees secure access to only the tools they need to get their work done. Create profiles to quickly add employees with the same permissions.



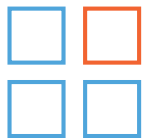
Use any device, anywhere, anytime

Meet face-to-face with customers, chat live with colleagues, take calls, send faxes and make changes from any PC, laptop, tablet or smartphone.



Collaborate instantly with your team

Instantly see who is online and available to help get work done. Click to call, meet or chat in real-time across all your locations.



Manage everything from one place

Login to easily make company-wide changes, add employees, update auto attendants, forward phones, or get help instantly.



Gain new business insights

Identify staffing inefficiencies, improve productivity, boost satisfaction and enhance sales efforts with built-in business intelligence tools.



Quick access to support for every employee

Everyone can get answers instantly! Watch instructional videos or chat live with a support representative. Everything is available 24/7 in our Online Community.

Collaborate easily to improve productivity and save on travel costs

OfficeSuite HD Meeting®



Meet, chat, collaborate and share to get work done from anywhere

- Host unlimited online meetings for up to 100 people with just 1 click
- Eliminate travel costs and delays and meet face-to-face hassle-free
- Present and collaborate on anything in real-time
- Share any application or your entire desktop
- Works with existing conference room systems like: Polycom, Cisco, Tandberg and LifeSize
- Record any audio or video meeting
- Allow all of your office and staff to act as one team
- Integrate seamlessly with Outlook and Google
- Utilize high definition video and audio conferencing apps for Windows, iOS and Android.
- Share your ideas and work from any device

Enhance your customer experience and improve employee performance

OfficeSuite® Contact Center

Make every customer interaction count and optimize your call center performance

- Distribute calls quickly to service more customers efficiently
- Record calls to ensure quality assurance and compliance
- Quickly view which agents are signed in and the number of calls waiting in queue
- Scale up or down effortlessly to meet business needs and demands
- Track, monitor and evaluate employee performance and call activity in real-time
- View historical data and generate graphical reports to analyze and review call activity and performance



Streamline and improve tasks with these powerful integrations



Salesforce

Integrate powerful unified communications features within Salesforce to increase productivity, improve customer service, save time and increase management visibility.



Skype for Business

Bring calling and phone presence functionality into Skype and Lync without any any additional Microsoft licenses or charges.



G Suite

Click to call from any webpage or web app and bring unified communications to your Google Apps.



Microsoft Office 365

Make your contacts, email and calendar part of your unified communications.



Microsoft Dynamics

Streamline everyday functions and gain access to new unified communications features.



Dentrix

Know everything about your patients before you answer the phone.

Web-based CRMs

Maximize productivity by integrating calling with Hubspot, CRM 1, Apptivo, Clio Desk, Freshdesk, JobDiva Nutshell and Insightly.



Standards-based API allows you to connect third-party applications to OfficeSuite UC®.

Additional features to make you even more productive



OfficeSuite® PC Console

Give your managers and power users the ultimate tools to quickly and easily distribute calls to the right person, voicemail box or department, every time.



OfficeSuite® Fax

Simplify faxing! Send and receive faxes to and from any device, anywhere, online, utilizing any email client.



OfficeSuite® Call Recording

Satisfy regulatory compliance, maintain quality control and evaluate employee performance by recording inbound and outbound calls of your choice.

Because we develop our own software, features are added often and updated frequently for free!

OfficeSuite UC® features

Account Codes
Auto Attendants (unlimited)
Auto Attendants – Nested
Auto-Generated Key Labels
Broadcast Groups
Business Quality Voice Lines
Call Coverage
Call Coverage – Incoming Call Routing
Call Detail Records
Call Display
Call Forward
Call Groups
Call History Reporting
Call Hold
Call Hunting (circular and linear)
Call Park/Retrieve
Call Permissions Profiles (by user)
Call Transfer
Call Waiting Tone
Caller ID with Name
Caller's List (inbound & outbound)
Click-to-Call
Company-Wide Chat
Context Soft Keys
Do Not Disturb
Emergency Forwarding
E911 Compliant
Extension Dialing (3 or 4 digits)
Fixed Function Keys
Hands-Free Speakerphone
Headset Capable
Hot Desking/Multi-Desking
Hunting
Incoming Call Routing
Integrated Ethernet Switch
Intercom
Join/Leave Call Groups
Join/Merge Calls
Local and Nationwide Phone Numbers (DIDs)
Local Phone Numbers (DIDs)

Mobile Apps
Mobile Twinning
Monitor Groups
Multiple Business Hour Profiles
Multiple CLIDs
Multiple Line Appearances
Music on Hold
Mute
MyOfficeSuite Desktop and Mobile Apps
OfficeSuite HD Meeting
Online Faxing from any device
Online Management
Online Self-help Documentation
Phone Directory – Employee
Phone Directory – External Phone
Phone Directory – External via Portal
Key Profiles (by user type)
Page
Power Over Ethernet Phones (IEEE 802.3af)
Presence and availability
Private CLIDs
Programmable Keys
Redial
Redirect – Emergency Forwarding
Ring Tones
Selective Call Routing
Self-labeling Keys
Site Page (via speakerphone)
Speakerphone
Speed Dial, One-Touch
Station Busy Lamp Indicator – Silent
Ten-way Calling
Toll-free Phone Number
Transfer Direct to Voicemail
Unlimited Calling Nationwide
Video, audio and web conferencing
Visual Voicemail and Speech to Text
Visual Voicemail Website
Voicemail

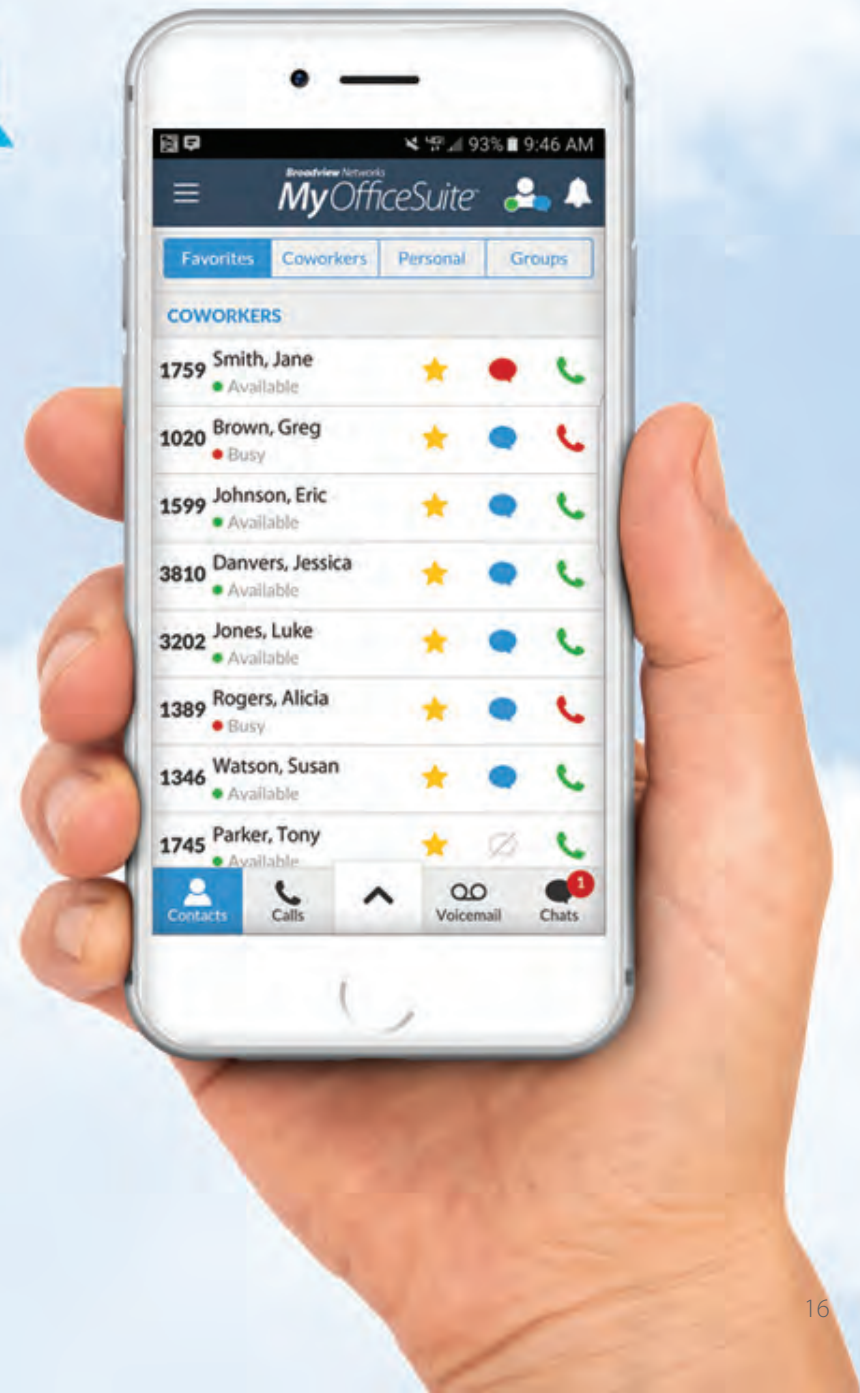
Voicemail Auto-Forward All to e-mail ID
Voicemail Forward to Co-Worker Ext.
Voicemail Indicator Light
Voicemail Message Waiting Indicator (MWI)
Voicemail Notification via e-mail or SMS
Voicemail Return Call During VM Retrieval
Voicemail Smartphone App
Zero Out of Voicemail – Personal Target

Optional Equipment and Services

Additional Phone Numbers Nationwide
Analog Extensions with/without Voicemail
Automatic VoIP Failover
Bluetooth Options (select phones)
Call Center Services (ACD)
Call Dialer
Call Marking for Call Recording
Conference Phones
Cordless Desk Phones and Handsets
Custom On-Hold Announcement
Dynamic Site IP Recovery
Entry/Door Control Systems
Gigabit Ethernet Phones
Headsets
International Calling Plans
OfficeSuite® Click-to-Call Extension
OfficeSuite® Connector for Google®
OfficeSuite Connector for Microsoft Dynamics
OfficeSuite® Connector for Salesforce®
OfficeSuite® Connector for Skype for Business
OfficeSuite® Connector for Web-Based CRMs
OfficeSuite® Enhanced Dial Tone for Fax
Overhead Paging Interface
PC Console
PoE Switches
Premium Customer Service
Softphones-Mac, Mobile and PC
Video Phones
Voicemail Distribution Groups

Did you get the contract from IT tech?

Yes, we just received it.



High-quality phones and accessories



**Color Touch Screen
LCD Phone**



**48-Key or 24-Key
LCD Phone**



**16-Key
LCD Phone**



Slim Phone



Advanced Cordless Phones



Cordless Phones



**Programmable Key
Modules (sidecar)**



**Wireless DECT
Handset**



**Wireless DECT
Headset**



Wired Headset



Softphones

Turn any PC, MAC or mobile phone into your business phone!





**Polycom VVX 16-Line
or 12-Line**
Color Touch Screen Phone



Polycom VVX 12-Line
Color LCD Phone



Polycom VVX 6-Line
LCD Phone



**Polycom VVX
2-Line or 1-Line**
LCD Phone



Polycom
Conference Phone



Polycom VVX Camera



PoE (Power over Ethernet)
Switches from **Cisco®**
and others

**Also integrates with
your door box or
paging systems!**



Take advantage of our equipment trade-in program!

Get top dollar for your old phones and equipment!
Ask your sales rep for details.

Safeguard your mission-critical communications

Security and reliability are our top priorities. We own and develop our own code and don't use open source technologies which may be vulnerable to hackers. We proudly enlist the latest technologies, the most experienced staff and adhere to the strictest standards to deliver the most secure, reliable and compliant communications solution available. Broadview, now part of Windstream, maintains a 99.999% network reliability and platform reliability and guarantee our performance.*



Communication security

Calls, messages and meetings using the internet are encrypted from the handset into our secure network. Or, when you're using our MPLS service, privacy is maintained within the most widely accepted private network protocols available for any type of traffic.



On-site security

Unlike other solutions, no information or data is stored on local servers or our phones on-site where they are vulnerable to security threats. Everything is stored exclusively in the cloud to ensure the highest level of security.



Database security

Our databases are stored on secure servers in our cloud infrastructure protected by industry-standard firewalls, access control lists, authentication and authorization.



Protect private health information

Our unified communications solution is hosted in carrier-grade data centers with strong security controls which ensure your calls and messages are encrypted, protecting patient data and preventing unauthorized access to private health information. We are able to sign Business Associate Agreements.



Rest easy knowing you are in compliance

We are SSAE 16 compliant which is verified by independent third-party audit SOC 2 and 3 reports which measure critical controls essential for IT and data center service providers to uphold. These audits assess the security of our network and related policies and procedures to confirm our systems and services are secure and compliant.



Know your information is protected

We comply with all FCC requirements and regulations for protecting Consumer Proprietary Network Information.

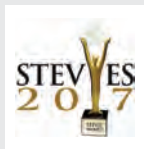


Remain responsive and informed

Our Emergency 911 feature enables an email notification to be sent to the contacts of your choice whenever 911 is dialed from any OfficeSuite® phone. This ensures an immediate response can take place while emergency services are in transit.



Award-winning, dedicated customer support



Recognized 9 consecutive years for **Excellence in Customer Service**.



Received the 2014 **Customer Service Achievement** of the Year award from Silicon Valley Communications.



Received the **Customer Service Department** of the Year Award 2015.



Received the **Customer Service Team** of the Year Award 2016.

Live support



Live, experienced support agents available 24/7, 365 days a year



Online chat available for all employees



Email support

Training



Initial live training to set up your system



Weekly live virtual training seminars for administrators and employees

Instant help



Watch quick how-to videos when and where you need them



Manuals and help text to guide employees through features



Active online customer community with 100s of questions answered

Why OfficeSuite UC®?

100%

Cloud Solution

Over
250K

Users on our Platform



A **Top 10** UCaaS Provider*

Consistently recognized for its award-winning innovation, ingenuity and support



2015 2014
2013 2012
2011



2017 2016
2015 2014
2013



2016 2015
2014 2013
2012 2010



2017 2015
2014 2011
2010



A+ Rating

100%

Focus on

Business Customers

More than

20 YEARS

Experience

Award-winning Portal

We Own
the Code

F R O S T
&
S U L L I V A N

“much more appealing for the business users”

99.999%**

Uptime

* As noted in IHS Markit's 9th Annual UC as a Service (UCaaS) Leadership Scorecard: North America – If Windstream, EarthLink and Broadview had been combined at the time the report was published, it would have ranked as the **third largest UCaaS provider** in North America for 2016.

** Performance statistics represent actual data from the last twelve months ending 03/01/17.



www.broadviewnet.com