

Unified Communications



Your make-it-happen, on-the-go teams expect their collaboration and communication technology to work seamlessly. Period. Now you can simplify their experience while you make life easier on IT. Unified Communications (UC) from Spectrum Enterprise gives you an all-inclusive, fully managed voice and UC service with performance assured and support provided all the way to your users' desktops.

Simple for everyone: users, IT and the business

Make life easier for everyone. Liberate yourself from the complexities of managing on-site hardware and multiple systems.

Empower users to connect and collaborate across all your locations and devices with point-and-click ease. We provide quick *611 access to technical support for prompt assistance and custom training for a superior user experience.

Free IT to focus on higher-value tasks by offloading the network management and giving your staff one point of contact when issues arise. Quickly configure changes and enable end-user self-service through an intuitive portal.

Make expenses predictable with low upfront costs and simple subscription pricing. The cloud-based solution scales without limitations as your organization grows. Automatic updates ensure you'll have the most current voice and collaboration capabilities.

Consistent collaboration anywhere

Keep your teams connected and ready to collaborate anywhere, using a single platform that integrates all their mobile devices for a consistent experience regardless of user location. The hosted service eliminates barriers between mobile and desktop environments. Instant messaging, desktop sharing and voice and video calling provide the ideal teaming environment. Tap into a wide range of features and options that can be customized for each end user, including specialized call center capabilities.

Private-network reliability and security

Gain consistent uptime from a fully managed service that is delivered and supported from end to end, with service level agreements (SLAs) guaranteed from our network to your desktops. For voice communication, you gain the reliability of a dedicated connection within a private, secure fiber-based network. A geo-redundant architecture gives you peace of mind that your cloud-based services are always available to keep your business up and running. Coaxial cable options are also available.

Product highlights

- Delivered over a highly secure end-to-end network separate from the public Internet, with SLAs guaranteed to your desktops
- All-inclusive of design, installation, equipment, service, maintenance, training and support
- Comprehensive communication and collaboration, encompassing voice, IM, desktop sharing and video calling
- Integration with common business applications, including Skype for Business, Salesforce and more
- Quick configuration and customization through IT administrator and end-user portals
- Mobile device integration, with seamless forwarding between mobile and desk phones
- Standardized capabilities shared across single- or multiple-location businesses
- Customized training, local tech support and rapid *611 24x7 end-user support
- Unlimited Long Distance and low-cost inbound toll-free calling

Solutions that match your needs

Spectrum Enterprise UC provides a complete, full featured solution for each user to meet your organization's specific needs, allowing you to select from multiple packages.

UC Connect

UC Connect gives your users a seamless communication experience across platforms including desk phones, desktops and laptops. It includes our Business Feature Pack of 27 voice calling options, and Anywhere Connect Enhanced for integrated unified communications.

Comprehensive unified communication capabilities include secure instant messaging, one-to-one and group chat, presence, desktop sharing, video calling, web collaboration, directory and click-to-dial applications with hold, transfer and call control features. Users have control over how and when they can be contacted and can transition from simple chat conversations to voice or video with just one click.

UC Connect Plus

UC Connect Plus extends the seamless unified communications experience to users' mobile devices via Anywhere Connect Premium. It includes our Premium Feature Pack of 45 voice calling options.

Employees can make and receive calls from any device, at any location, with only one phone number, one dial plan, one voice mailbox and a unified set of features. They can call colleagues from a mobile phone by dialing a four-digit extension and move calls seamlessly between desk phone and mobile. The Premium Feature Pack adds additional voice capabilities, including callback, forwarding, custom ringback, alerting, selective acceptance and more.

What is included

	UC Connect	UC Connect Plus
Voice Feature Pack	Business	Premium
Anywhere Connect	Enhanced	Premium
Unity Desktop Pro	•	•
Unlimited Long Distance	•	•
Dedicated Bandwidth	•	•
Monitored Network with Local Support	•	•
Telephone Equipment Buy or Lease Option	•	•
Client Training & Support	•	•

Learn more

enterprise.spectrum.com/voice

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. Spectrum Enterprise's industry-leading team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. More information about Spectrum Enterprise can be found at enterprise.spectrum.com.