OVERVIEW

It starts with our cutting-edge network. Add our scalable, flexible, end-to-end managed IT services — combine with our unparalleled customer service — and you have the Access One advantage: client-focused, customized IT solutions that help drive business success.

KEY FEATURE AND DIFFERENTIATORS

Access One is a leading technology services and communications provider with a focus on translating a complex technology landscape into effective solutions and successful outcomes for businesses. We achieve our success through a modular business technology framework that leverages its telecom network, cutting-edge hosted phone systems (UCaaS), managed IT and cloud-based services. Known for both our unparalleled customer service and cutting-edge network, we provide growing businesses with a complete end-to-end communication solution for traditional and multimedia applications. From high-speed data and Internet to voice and integrated communications, colocation at secure data centers and managed IT support, we offer a complete portfolio of feature-rich products — each tailored to meet a specific business need. The components of our services can be combined into an end-to-end managed technology solution, or purchased independently for a seamless integration with your existing technology suite. Whichever option you select, Access One provides its services in a consultative, hands-on and client-focused manner. OUR MISSION: A-1 SERVICE Access One began operations 26 years ago, with a mission to provide the best client experience in technology services. Our goal, simply stated, is to be a trusted advisor to our clients, providing the world-class technology solutions that drive

LOCATIONS

Chicago, Illinois

Chicago, Illinois

SERVICE OFFERINGS

TELECOM
WHAT HAVE YOU HEARD ABOUT ACCESS ONE? Founded as a telecommunications company, Access One retains its telecommunications infrastructure and world-view. We deliver control over our customers' communications infrastructure that is unmatched in the industry, allowing us to provide traditional phone service solutions while maintaining your digital presence from end to end. BUSINESS VOICE SOLUTIONS Access One offers a variety of high-quality voice service options to meet the telecommunications demands of growing businesses. Whatever the size, infrastructure and communications needs of your company, we can identify the most beneficial and cost-effective solutions for you. Based on your usage and budget, we create a tailored plan that best serves your business — always at competitive cost-per-minute rates. Whether for one service or a combination of technologies, we are the business phone service provider that maximizes your productivity and keeps you connected. VOICE SERVICES FROM ACCESS ONE Choose from a wide array of scalable, secure and cost-effective local and long-distance services. Local voice VoIP (Voice over Internet Protocol) Long distance Audio and web conferencing FEATURES AND

Allied communication

successful businesses.

👤 IDEAL CUSTOMER PROFILE

Please see our Access One Channel Team to review any opportunties you have within the IT, Telecom, Cloud or Network services space.

💬 CUSTOMER TESTIMONIALS

ACCOLADES FROM OUR CUSTOMERS Every week, we receive emails and calls from our customers. Here are examples of what they're saying. "We recently renewed and upgraded our voice and data services nationwide due to the outstanding relationship we have with our Account Reps and Tech Support. Knowing that we can reach out to someone and get a live person is extremely important to us, and we can trust that Access One values our business needs." — Scott Peters, Stonepeak Ceramics "Harris Theater Chicago has been an Access One customer since August 2010. We recently renewed our contract for another three years due to the excellent customer experience, cost-saving solutions and reliability of our service. We truly appreciate the all-around partnership we have with our Account Management team and will continue to use Access One for our voice and data for years to come." — Laura Hanssel, Harris Theater Chicago "I have been a happy Access One customer for the past nine years and have recently committed to keeping my services with them for the next two years. During the span of time that I have been a customer, Access One has done a great job in managing my account, offering

ℹ️ QUALIFYING QUESTIONS

OPTIONS We offer an assortment of features, such as Caller ID, Failsafe Routing and National Virtual Exchange for local telecom, as well as DNIS (Dialed Number Identification

DATA
High-speed data connectivity is crucial to the success of your business. Access One offers high-capacity, reliable and scalable solutions that employ the latest in fiber, wireless and optronic technologies and play a determining role in your bottom line.

CLOUD
BCDR
DR - survive a network or data disaster
0365
UCaaS/Hosted PBX
Colocation Services
Mimecast
Meraki

COLOCATION
Access One provides data center space with greater flexibility than most providers — we have options ranging from 1/3 of a rack to custom-defined square footage. This flexibility provides cost-effectiveness for even a single hosted server at our facilities. In-house or colocation data centers? While on-site server stacks provide familiarity, they can't compete with the scalability, security, reliability and cost benefits offered by top-tier data center colocation providers.

UCAAS
https://www.accessoneinc.com/mid-sized-business-guide-hosted-pbx-hpbx-ucaas/

DRAAS
Access One helps small and mid-sized businesses like yours recover from a disaster. The following blog posts provide more information about disaster recovery and how we create plans to help mitigate the effects of a disaster.

Allied communication

Is Your Business Safe from Cyber Attacks?
How Well are your Critical Business Systems Protected?

INDUSTRY RANKINGS

NPS: 74

https://www.accessoneinc.com/blog/misconceptions-about-disaster-recovery/
https://www.accessoneinc.com/blog/4-critical-things-cover-your-disaster-recovery-plan/

IAAS

We offer a private cloud infrastructure sevice that's reliable, secure and scalable on a monthly subscription model. solutions are customizable and backed by world class technical support and distributed data centers located in SC, GA, TN, MN, TX and AZ. Access Azure, AWS or Build a Public/ Prive Hybrid Cloud

SDWAN

https://www.accessoneinc.com/free-sd-wan-sd-internet-ebook-download/

SECAAS

Enterprise Class Security and Compliance on Day One On day one you will receive a robust security and compliance platform that will keep your data and business safe. We don't just respond to security events, but continuously correlate your system data looking for increasing levels of risk based on user activity to proactively stop breaches before they can occur. We provide 24/7 monitoring performed by security experts at the Security Operation Center (SOC) to ensure your business is never vulnerable to attacks. We actively monitor the thousands of bad websites, email scams and ransomware to ensure your employees are protected too. We also include our watchlist and Proofpoint commercial intelligence for highly accurate identification of known threats.

CCAAS

Access One provides customizable call center solutions, offering a wide range of features to meet the requirements of any call center. Features and benefits include but are not limited to: Data Center Features Top-tier call center performance demands data accessibility, security and scalability. Some of our key data center features include: 24/7 network monitoring Geographical survivability Automatic software updates On-demand scalability Certified PCI DSS 3.0 SSAE 16 Queue Features Managed properly, queues help streamline operations and deliver best-of-breed service to callers. At Access One, we recognize the need to combine

ALlied
communication

inbound, outbound, automated and multichannel queues for ideal operational efficiency. Enjoy features such as: Inbound voice queues Outbound and blended voice queries Automated callback and click-to-call Email, chat, SMS and social media queues Automated threshold SMS/email alerts Call Center Group Features Flow matters. By combining historical data, agent training tools and self-service integration, it's possible to improve call center flow without breaking your budget. Take advantage of our call center group features including: Multi-skill routing CRM integration (CTI) Agent call-flow scripting IVR integration for self-service Quality Management Data improves the quality of agent service; tools help supervisors intervene where necessary. Leverage the power of call recording, playback and management oversight