



OVERVIEW

If you have a need to engage with your customers at a deeper level, you need to partner with Kerauno. Our UCaaS platform has integrated CCaaS capabilities that allow for a greater level of analytics within your business, allowing you to increase productivity and revenue. Kerauno Launch is a one to many SMS platform that drives a deeper customer engagement and allows for an enhanced customer experience.

If you care about customer experience both externally and within your organization, you need to partner with Kerauno.



KEY FEATURE AND DIFFERENTIATORS

UCaaS: - 1 number solution. Call, text and fax to your one number, eliminating the need to use personal cell phones to communicate to customers. This creates a more secure communication environment - SMS Flows- create SMS flows just as you would a call, allowing for a similar call center experience with text as you would receive with voice - Single Pane of Glass administration- Eliminate the need for multiple personas or log ins. All roles are security based and a single platform is utilized for all users. - Cradle to grave reporting on all users - CCaaS at a low price point. CCaaS is built into our licensing structures, creating a low cost for a robust contact center solution - Mobile first- get the same experience on cell, tablet, desktop so your office experience truly lets you work where you are - Drag and drop flowbuilder- create flows and changes easily and quickly via our visual workflow builder



LOCATIONS

Kerauno is headquartered in Indianapolis, Indiana. All of our support and staff are US based.

We have our headquarters in Indianapolis. We do not have any other true offices, but have data centers and people located throughout the US.

We currently have no international locations.



SERVICE OFFERINGS

CLOUD

- We provide UCaaS that has an integrated CCaaS solution in a cloud environment.
- Kerauno Launch is a one-to-many SMS solution that deepens customer engagements
- Kerauno Next Gen is a communication engine – a platform as a service unique in the market. A solution that elevates human interaction and automates communication among people, across applications (crm, erp, etc.) and devices, and throughout Business Process. Agnostic to UC, UCC or CPaaS platforms on the market today make KNG an obvious choice for cloud migration.

UCAAS

The Kerauno unified communications as a service (UCaaS) service deliver a more intuitive, flexible and powerful solution to get the most out of your business communications. Now you can integrate communications across devices, channels and teams through our robust feature set including: visual call control, mobile softphone, collaboration tools, presence, contact center, workflow, chat,

Launch:

- Kerauno Launch is a true, two way one-to-many SMS platform. Meaning you get all of the ability to message to large groups, but you can respond to their messages and collaborate deeper with your customers



IDEAL CUSTOMER PROFILE

Ideal UCaaS customer:

- Customer who needs to provide omni-channel, but wants to keep it secure. Customer does not want or cannot let their people communicate via personal cell numbers
- Customer who needs CCaaS capabilities
- CCaaS needed at a lower price point
- Customer that wants to utilize SMS and text in their business and wants to offer a greater experience through that
- Distributed workforce
- Need for reporting on all users
- Customer with a need for a simplified user experience
- Administrator that wants a single pane of glass to use and administer
- Customer that has mobile users and needs a great mobile experience
- mobile first customers
- 25-500 users is ideal

Kerauno Launch:

- anyone with a need to drive deeper engagements with customers
- schools
- Arenas
- Concert Venues
- Restaurants
- Medical, Dr Office, Hospitals

Zoom video integration and more. Kerauno is more than just a UC platform — it's a way of doing business.

Features of our UCaaS Solution:

- Mobile optimized- get the same feel, functionality, and feature set no matter the device or location
- 1 number solution. Call, text and fax to your one number, eliminating the need to use personal cell phones to communicate to customers. This creates a more secure communication environment
- SMS Flows- create SMS flows just as you would a call, allowing for a similar call center experience with text as you would receive with voice
- Single Pane of Glass administration- Eliminate the need for multiple personas or log ins. All roles are security based and a single platform is utilized for all users.
- Cradle to grave reporting on all users

CCAAS

Kerauno CCaaS is bundled into our UCaaS solution, providing a powerful solution at a great price point.

Features include:

- SMS Flows- create flows around SMS to treat text in a call center environment just like a voice call
- IVR
- Hunt Groups
- Skills based routing
- Fax to email
- Active Directory
- Automated IVR
- Interaction Routing
- Call Forwarding
- Time-based call routing
- Multi-location E911 support
- Remote Administration access
- Emergency Call Notifications

- Sports teams
- any size customer
- any customer looking to text to deepen customer engagement



CUSTOMER TESTIMONIALS

“What we were looking for was something a little bit different. We want to get in deeper with our customer, we want to learn more about their business and we want to use a platform that integrates across all aspects of a customer’s business, which is why, when we found out about Kerauno, we knew that that was the platform for us for the future.”

Scott Stochak, Xtelesis CEO

“The less time we have to spend fixing things or setting things up, the more time people are actually taking calls and revenue is coming in. Using Kerauno makes that easier and most things you can get done in just 2-3 steps.

And you can see it, it’s a very visual layout, which helps people to understand what’s going on when they can actually see it happening in front of them—with individual phone numbers represented by little blocks. It’s a very visual and it’s easy to explain to people, people are able to pick it up—just makes everything go a lot smoother.”

Trinity Martin, Ace Rent A Car Systems Administrator

- Call Queuing
- Parking Lots
- Real-time user status display
- Call recording and archiving
- CRM support and integration
- Customizable outbound caller ID
- Music on Hold
- Holiday settings
- Paging
- Cradle to Grave reporting on all users
- Call whispering
- Estimated Hold times
- Call Barging
- Customer detail pop-up
- Salesforce integration
- Integration through restful API to disparate systems



QUALIFYING QUESTIONS

1. How do you engage with your customers, and how do you want to engage with them?
2. How do your customers want to engage with you?
3. How do your employees communicate and collaborate?
4. Do you need to access analytics to understand what is happening within the communications of your business and people?
5. Do you have disparate software systems that you need to integrate with your communications platform?
6. Do you have a need to engage or communicate with a large group of customers quickly?
7. Do you want to take advantage of the speed of text messaging while securing it

within your communications platform?

8. Are your employees mobile and if so do they struggle using your business software while on the road?

9. Do you need Contact Center functionality but do not have a big budget to add to the cost of your platform?

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