



OVERVIEW

MiCloud Connect is a complete business communications and collaboration solution that empowers users to work more efficiently and productively no matter their location. Our focus on ease-of-use and the mobile workstyle delivers streamlined features and intuitive interfaces so users can easily interact with each other and not have to focus on making the software work. MiCloud Connect is easy to deploy and delivers simple licensing so businesses don't have to overpay for features they don't use and can easily evolve as needs change. Plus, it's backed by strong SLAs, built-in redundancy and on-demand scalability to maximize uptime and deliver security businesses demand.



KEY FEATURE AND DIFFERENTIATORS

Easy to Use

Modern User Experience

- Intuitive icons and navigation
- Single click functionality
- Built-in training videos and tutorials
- Full-featured client & mobile app
- Consistent experience across devices

Easy to Manage

Complete Admin Toolkit

- User / group management
- Business intelligence / call activity reports
- Phone management & registration



LOCATIONS

Texas-Plano

5360 Legacy Drive Suite 300
Plano, TX 75024-3130
Phone: +1 469 574 8000

Arizona

1146 North Alma School Rd.
Mesa, AZ 85201
Phone: +1 480 961 9000

California

18301 Von Karman Ave Suite 500
Irvine, CA 92612
Phone: +1 714 913 2500

California-Sunnyvale

960 Stewart Drive
Sunnyvale, CA 94085
Phone: +1 844 746 7383

Colorado

DTC Corporate 111, Regus Suite 7900 East Union Ave Suite 1100
Denver, CO 80237
Phone: +1 303 790 7799

Georgia

- Billing / usage reports
- Add-on features
- Support
- Third-party support option

Easy to Enhance

Evolve as business demands change

- Upgrade permissions & user profiles on demand -
- Native integrations & advanced apps
- Add-on features
- Mix and match service plans

Easy to Bundle

Simple Pricing, No Surprises

- Clear and concise bill
- Flexible service plans
- New features released multiple times a month without additional costs
- Billing within the MiCloud Connect Portal



IDEAL CUSTOMER PROFILE

Financial Manager:

Predictable OpEx

Rapid deployment

Elasticity - but only what's needed, when it's needed

Lease or buy phones & networking equipment

Operations:

Easy to modify users and features

6 Concourse Parkway Suite 2050
Atlanta, GA 30328
Phone: +1 770 970 9100

Illinois

3 First National Plaza Suite 2000 70 West Madison
Chicago, IL 60602
Phone: +1 312 479 9000

Minnesota

5775 Wayzata Blvd Suite 660
St. Louis Park, MN 55416
Phone: +1 952 930 4400

New York-New York City
1385 Broadway, Suite 700
New York, NY 10018
Phone: +1 844 746 7383

Texas-Austin

6500 River Place Boulevard Building IV, Suite 200
Austin, TX 78730
Phone: +1 844 746 7383

Texas-Plano

5360 Legacy Drive Suite 300
Plano, TX 75024-3130
Phone: +1 469 574 8000

Wisconsin

1610 N. Second Street Suite 101
Milwaukee, WI 53212

- Consistent user experience across all locations
- Access to productivity tools, such as CRM and mobile IT:
- Reliable and scalable
- Focuses resources on strategic applications
- Easy support and training
- Moves infrastructure responsibility out of the business

QUALIFYING QUESTIONS

- What challenges do you encounter with your current phone system? Is it on-premises or cloud?
- How many offices do you have? Do you need support for remote workers?
- How could your business communications solution better support your organization?
- How do you currently support mobility, productivity, scalability, contact center and collaboration?
- How soon do you anticipate making changes to your business communications solution? What factors influence that timeframe?
- How much visibility do you have into your contact center's performance?
- How do your current customers interact with your company?
- Are your customers' demands shaping the way you interact with them? And, are you able to offer them what they demand?
- Do you strategically use your customer experience to differentiate yourself from our competitors?
- What does your customer journey look like?

INDUSTRY RANKINGS

Phone: +1 844 746 7383

Australia-Melbourne Phone: +61 2 9023 9500

Australia-North Sydney Phone: +61 2 9023 9500

Austria Phone: +43 181 313 700

Belgium and Luxemburg Phone: +32 27 271 811

Brazil Phone: +55 11 3179 1130

Burnaby Phone: +1 604 437 9090

China Phone: +86 10 6471 1338

Denmark Phone: +45 43 30 5305

Finland Phone: +358 952 551 0

France Phone: +33 130 964 200

Germany-Berlin Phone: +49 30 6104-0

Germany-Frankfurt Phone: +49 30 6104-0

Germany-Munich Phone: +49 30 6104-0

Hong Kong Phone: +852 2508 9780

India Phone: +91 120 4778777

Italy Phone: +39 225 083 231

Canada Phone +1 613 592 2122

New Zealand-Wellington Phone: +61 2 9023 9500

Singapore Phone: +65 621 60472

United Arab Emirates Phone: +971 4391 6721

United Kingdom-London Phone: +44 1291 436 067

SERVICE OFFERINGS

UCAAS

MiCloud Connect is a complete business communications and collaboration solution that empowers users to work more efficiently and productively no matter their location. Our focus on ease-of-use and the mobile workstyle delivers

Allied
communication

1 IN GLOBAL CLOUD USERS
MORE THAN 1.4M UCaaS USERS GLOBALLY
1 IN FIVE CORE MARKETS
70M+ GLOBAL USERS IN 100+ COUNTRIES
2 IN CONTACT CENTER SYSTEMS SHIPPED GLOBALLY
1M+ NEW UC USERS PER QUARTER
4.7M+ CLOUD USERS WORLDWIDE
2 IN UCaaS WORLDWIDE

streamlined features and intuitive interfaces so users can easily interact with each other and not have to focus on making the software work. MiCloud Connect is now built on Google Cloud providing the same robust engine that powers 3 billion searches and 4 billion YouTube videos a day.

CCAAS

MiCloud Connect CX cloud contact center empowers companies to make customer experience their competitive advantage. With enterprise class performance and consumer-like ease of use, innovative companies rely on MiCloud Connect CX to power their customer interactions.