



## OVERVIEW

### Who We Are

Broadvoice is a nationwide award winning UCaaS provider. We focus exclusively on small and medium size businesses with 10 to 100 employees, improving communications for customers and their employees.

### What We Do

Broadvoice simplifies communications for small and medium businesses (SMBs) by combining powerful cloud PBX, UC and collaboration features with virtual call center in one award-winning Unified Communications as a Service (UCaaS) platform that delivers enterprise-class features at affordable rates.

We match our b-hive solution capabilities to each business's needs for staying in touch with their customers, managing costs, building scale, ensuring business continuity and connecting with remote and mobile users.

We bring businesses greater control over their communications and productivity, without having to tie up money in technology that quickly becomes dated.

### What We Do

We take the time to learn about our customers' businesses and work patterns, then apply our expertise in design, setup and project management.

We deliver services using our own proprietary platform.



## KEY FEATURE AND DIFFERENTIATORS

### BROADVOICE DIFFERENTIATORS



## LOCATIONS

Broadvoice is headquartered in Los Angeles, California. Our address is as follows:

Broadvoice  
9221 Corbin Ave. Suite 155  
Northridge, CA 91324

In addition to our headquarters location, we have two additional offices in Sandy, Utah and Denver, Colorado.

Broadvoice  
9176 South 300 West Suite 1  
Sandy, UT 84070

Broadvoice  
2150 West 29th Ave Suite 400  
Denver, CO 80211

Plus, we are supported by ten regional channel managers located throughout the country. You can access our regional channel managers, partner sales managers and solutions architects with contact information by going here:

<https://broadvoice.allbound.com/prospect-pages/sjiargaaxqizttzbclczepaktzbxyomh/>.

We do not have any international locations.

Our VoIP Ready process ensures that clients have a rock solid network to support their hosted voice calls. Our experience with business-grade networks and SD-WAN solutions gives us the ability to ensure the client's experience is optimized, regardless of the connectivity solution they choose.

Broadvoice owns its own proprietary platform, meaning we aren't dependent on third parties for feature enhancements.

Broadvoice offers both a seat model where each user is assigned a seat with an allocated call path and a concurrent call path model. Depending on calling patterns, clients may only need one call path for every three or four employees. At Broadvoice clients can pay for the call paths they need while getting a greatly reduced per seat price. What makes Broadvoice unique? We support concurrent call paths for multisite businesses – great for schools, auto dealerships, retail stores, medical offices and restaurant chains.



## IDEAL CUSTOMER PROFILE

### THE IDEAL CLIENT

SMBs in North America

1 – 250 seats per location

Unique business applications that call for design thinking

Multisite businesses

Schools, auto dealerships, retail stores, medical offices, restaurant chains, real estate offices, insurance agents, and more

Small inbound call center prospects



## CUSTOMER TESTIMONIALS



## SERVICE OFFERINGS

### TELECOM

With Broadvoice's Elastic SIP Trunks, customers can keep their current PBX and still get the benefit of the cloud. Starting at just \$11 a metered trunk and \$17 for an unlimited trunk, customers are able to take advantage of the SIP flavor that's applicable to them (Analog, Native, PRI) in as few as five trunks.

With Broadvoice SIP Trunking, customers can take advantage of features like call recording, bursting and feature control access for both their SIP and hosted UCaaS environment under one account.

### UCAAS

With Broadvoice b-hive Unified Communications as-a-Service (UCaaS), you get all the benefits of enterprise class communications capability with none of the overhead. b-hive UCaaS is a cloud-based subscription service that brings together the best of communications, collaboration and call center in one platform.

UCaaS is designed for small and medium sized businesses to be:

Scalable. Add new employees or locations quickly as your business expands.

Budget-friendly. No big capital outlays to get started. Monthly pricing by number of users or connections is affordable and predictable.

Future proof. New features and functionality are added automatically with no new software or hardware to buy.

Simplify your business with Broadvoice b-hive

Broadvoice b-hive includes a range of business communications capabilities — from basic phone service and PBX functions to call management, messaging and collaboration. Users can access and initiate these functions from a range of compatible VoIP desk phones (see our website for the current options) or a softphone client on their desktop or mobile phone.

"We got the sense that Broadvoice sincerely listened to us and applied the feedback we gave them to arrive at the best possible solution for our needs."  
Steven Warren, Technology Systems Analyst, American Leak Detection

"We unified and modernized our phone system, and we're saving a ton of money. Our operational supervision has improved immensely. We're able to change ring strategies on the fly. We can hire whoever we want regardless of their ZIP code. Employees are happier. And most importantly, customers are getting more responsive service. Switching to Broadvoice b-hive was like going from the Bronze Age to the Modern Age." Billy Klein, Manager of Information Technology, Chroma Systems Solutions

"Broadvoice has given us one unified system that makes it so much easier to do business and grow. We can track down calls or call issues and mitigate them quickly. We run automated weekly or bi-weekly reports and also pull reports spontaneously that give us visibility into the ebb and flow of call traffic, customer experiences and how our reps are performing. It's made a tremendous difference for our organization. In Broadvoice we found a diamond in the rough." Alan Palmer, System Administrator, Falmat



## QUALIFYING QUESTIONS

### Devices

1. How many physical phones do they have?
2. If they have cloud services today, what are the makes and models of the phones? Note that the customer may be able to use their existing phones if they are capable of being unlocked.
3. How many conference room phones do they have?
4. How many physical fax machines does the customer have?

### b-hive highlights:

- Unlimited local and long distance calling
- E911 support
- Auto attendant
- Call recording
- Paging
- Find me, follow me
- Voicemail to email
- Virtual fax
- Business SMS
- Conference calling
- Presence
- Instant messaging
- Mobile App
- Communicator
- Call Center

### SDWAN

Broadvoice offers SD-WAN as a compliment to its UCaaS offering, and not as a standalone service. Our SD-WAN offering is sized for the customer's business to ensure their environment is VoIP Ready by adding a layer of intelligence into the network. With Broadvoice Edge phone calls are monitored on a packet-by-packet basis to provide better call quality.

Benefits vary based on the VoIP Ready network design the customer chooses. We offer the FortiGate 60E and VeloCloud.

## Phone System

5. How many lines does the customer have?
6. Are the lines utilized, or would the customer benefit from Call Paths?
7. Does the customer have an auto attendant?
8. Does the customer have any call center representatives?
9. Does the customer have any devices that use or require phone lines?
10. Does your customer want any of the following features: Unlimited international calling to 60 countries? Call recording? E-Fax? Personal Auto Attendant? Communicator, a desktop based softphone, messaging and SMS app?



## INDUSTRY RANKINGS

- 2019 Communications Solutions Product of the Year, TMC
- 2019 Unified Communications Product of the Year, TMC
- 2019 Internet Telephony Product of the Year, TMC
- 2018 Unified Communications Excellence Award, Internet Telephony
- 2018 Customer Experience Innovation Award, TMC
- 2018 Internet Telephony Excellence Award, TMC
- 2018 CRN Tech Innovator, The Channel Company
- 2018 Hosted VoIP Excellence Award, Internet Telephony
- 2018 Communications Solution Product of the Year, TMC
- 2018 Inc 5000 Fastest Growing Private Companies
- 2018 Unified Communications Product of the Year Award, TMC
- 2018 Channel Partners Choice Award, Channel Partners