



# Voice & Collaboration

Bring your users leading technology platforms that are purpose-built for your needs and keep your organization connected around the globe

## Traditional voice, UCaaS, and CCaaS solutions.

In December 2020, Gartner estimated that over the next two years, 50% of organizations will experience increased collaboration between their business and IT teams. That number has inevitably grown given the challenges the COVID-19 pandemic has put in front of technology business leaders. Are you ready?

Regardless of the technology you currently use, Advantage has the expertise and provider relationships to transform your IT organization into an efficient, cost saving machine. Our voice and collaboration offerings span traditional voice technologies to the latest Voice over IP (VoIP), Unified Communications as a Service (UCaaS), and Contact Center as a Service (CCaaS) platforms.

The result? Technology that enables your users to meet seamlessly with each other and support your clients in a more efficient manner. More efficiency translates to expense reduction and creating a better user experience - both internally and externally - and provides a runway to change how you bring your products to market.



## Technologies

- ✔ **HOSTED VOIP**
- ✔ **UNIFIED COMMUNICATIONS**
- ✔ **CALL CENTER SOLUTIONS**
- ✔ **CALL ROUTING & IVR**
- ✔ **CONFERENCING**



## Features & Benefits

- ✔ **COST STRUCTURE**  
Transform CAPEX into OPEX for predictable budgeting and more reliable spend forecasting
- ✔ **SCALABILITY**  
Solutions that grow with your business, across multiple sites and geographic regions
- ✔ **OPERATIONAL EFFICIENCY**  
Improved IT team productivity through increased network uptime and faster issue resolution
- ✔ **RELIABILITY**  
Application redundancy and Advantage support teams allow for simplicity in ongoing management



# Why Advantage?

## We optimize the technology lifecycle

Advantage is a managed service provider that drives value to your organization through five key stages in the technology journey. Employing expert practitioners, efficient processes, and a unique software platform, we solve the challenges of managing technology in the modern enterprise.



### DESIGN

Based on your business drivers and global best practices, we create purpose-built solutions leveraging leading technologies and ideal providers.



### SOURCE

Leverage our experience, benchmarking, and global partner network to select service providers, negotiate the best possible terms, and contract for the lowest rates.



### INSTALL

Capitalize on our project management leadership for a seamless rollout of new solutions and the timely disconnect of legacy services.



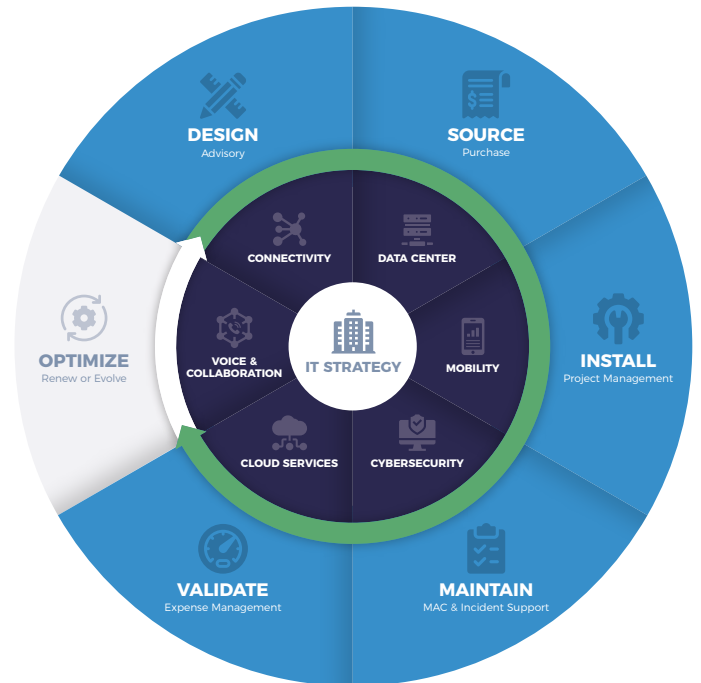
### MAINTAIN

Ongoing managed support of daily activities such as moves, adds and changes to your services, while having full visibility into your inventory through our Command Center platform.



### VALIDATE

Receive ongoing managed services to support the invoice lifecycle, including contract management, expense validation, dispute resolution, and AP/GL feeds for payment.



From procurement and provisioning through inventory and expense management, we optimize your communications solutions across voice, data, cloud, and mobility. Advantage is your team behind the scenes—so you can focus on success.

Learn more at [AdvantageCG.com](https://www.advantagecg.com)  
info@AdvantageCG.com | +1 212.872.1700

