

# Upgrade to a Phone System that Just Works

**VoIP systems** are only as good as the provider who supports them. If you find yourself wasting time figuring out your phone system rather than enjoying the benefits of it, then it's time to consider a change.

All the intuitive user experience features that come with cloud VoIP might as well not exist if your system isn't set up correctly or there isn't easy access to support.

## Highlights of Cloud VoIP from Exact IT:

With Cloud VoIP, there's no need to assign desk phones to every employee, wade through a sea of cords and number codes, or spend precious time on IT troubleshooting physical infrastructure issues.

- Unlimited personalized support
- Continuous access with Internet or power outages
- Easy to scale up or down
- Creates transcripts of voicemails
- Call Reporting
- Supports work from home
- Unlimited extensions and calling
- eFax is supported
- WebMeeting

## Mobility

Turn any cell phone into a portable desk phone. Receive calls from your office extension, make calls from your work number, retrieve VM messages and more all while being away from your desk.

## Maintain Uptime Through Outages

With on-premise VoIP, when your internet or power goes out, so does your entire phone system. But with a cloud system from Exact IT, you won't find yourself scrambling to get your phones up and running. All incoming and outgoing calls can be accessed via your cellular data.

## Cost Savings

Why pay licensing fees and spend time updating hardware with on-premise VoIP systems? With the cloud, there's no need to house hardware and servers.

## ExactFax

Traditional fax lines are getting more and more expensive to maintain due to old, brittle structures. But fax isn't going away anytime soon. It's time for a secure modern solution that will save your organization money and keep important documents secure. Modernize your faxing process with ExactFax cloud faxing. You can save up to **75%** on a line with **ExactFax with plans starting at \$29.95 per month.**

- HIPAA compliant
- Restrict account access by IP addresses
- eFaxing from your desktop

## Unparalleled Cloud VoIP System Support

How long did you wait on support the last time you had a problem with your phone system? Do you practically have the robotic phone menu memorized?

With Exact IT, you'll get personalized support from a real live human that understands your business. No need to search for an account number or listen to awful hold music while you wait for the dreaded "next available representative."

Call, email, or submit a ticket through our online portal. Our support features specialized software that allows your staff to submit a support ticket and get help within minutes.



24/7 Help Desk



Guaranteed Response Times



Unlimited Support



Unlimited Training



average response time for email requests



average hold time for phone calls

### Onboarding and Training

- Provide FAQ cards for new users
- Conduct group onboarding calls or webinars to review features in real-time
- Individuals can directly call for support anytime

Our dedicated VoIP team helps clients understand their business phone requirements and prepares custom-tailored solutions. Exact IT Consulting provides you with a robust feature set, ongoing user training, and access to our live person help desk for responsive support for questions and system changes. Help us understand your business and we can help you understand how to leverage all of the features and benefits a VoIP phone system can provide.

**Contact us today!**  
[exactitconsulting.com](http://exactitconsulting.com)