



## Your Partner for a Smoother Transition

At UltraVox Consulting, we truly believe “out of the box” thinking is absolutely necessary to become competitive in our ever-changing information/technology/customer experience era. Decision makers must take risks when stepping outside the usual paradigm of the “box” – because what is working today, won’t necessarily work tomorrow.

We are a solution-agnostic organization that will go over and beyond for our client to ensure the right technology and vendor is chosen. We offer unbiased insight and another layer of service and support post-implementation. UltraVox Consulting looks to improve the effectiveness and efficiency and overall customer experience of each and every client we serve. With our experience spanning several decades, our goal is to help our customers select the vendors, processes, and technologies best suited to meet their needs and at the same time keeping overall costs to a minimum.

UltraVox Consulting will work with you to determine the best course of action in several areas of your business which includes, voice, contact center (plus all third party applications), IT, fiber, internet, security and staff augmentation.

So, you ask. Just what all does UltraVox Consulting do and what can we do for you? We’re glad you asked.

### **Here’s a small sample of what we offer:**

- Contact Center replacement or enhancement – anything and everything that touches the contact center we can assist with (ie, WFM, agent recording, CRM, etc.)
- Unified Communications or just plain voice
- RFP – create and review
- Vendor selection – as well as selecting the VAR
- Project Management
- Pricing and contract negotiations
- Carrier Access – SD-WAN, MPLS, internet, cybersecurity and IT infrastructure
- Staff Augmentation



## WHAT IS STAFF AUGMENTATION?

The way UltraVox views this is staff augmentation is a strategy which is used to staff a project and respond to business objectives. The technique consists of evaluating the existing staff and then determining which additional skills are required.

We provide highly qualified consultants/ engineers who have a deep understanding of both the operational and technical components. Each engineer has experience with multiple implementations across a variety of organizations, from large enterprise networks to local one site businesses. We will provide engineers with all the certifications needed no matter the technology hardware or software. It can be Cisco, HP, NEC, Juniper, Microsoft, etc. It doesn't matter.

We can provide the talent to fit any and all needs you may have. They can be all forms of IT/network infrastructure engineers or voice and contact center engineers to even project managers.

## Project Management

UltraVox is fully committed to making your UC, IT, security and/or contact center projects work and freeing up your staff to do what they do best - keep your environment operating efficiently and effectively during the change. Recognizing the project bumps, potholes and pitfalls, we have designed our project management solutions to provide the exact services needed, staffed fully to make your projects work smarter, go smoother, and are driven to on-time completion.

## SD-WAN

By definition, SD-WAN adds a layer of intelligence for real-time visibility and control over network and application performance.

In practice, SD-WAN overcomes the performance challenges of using internet connections for critical business applications. That means you can boost your bandwidth with widely available, low-cost broadband, and, in the process, take your enterprise to the next level with a more dynamic, versatile and innovative configuration.



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