



**Making the  
future of work better  
for everyone.**



Evolve IP is one of the leading Unified Service Provider. our team of experts have carefully selected technologies that enable businesses to scale and thrive in an ever growing industry that offer many new technologies. We are the trusted advisor that will guide you through bespoke builds to easy to understand packages for you to provide your customers. Giving you the opportunity to look after your customers easily and concentrate on your business growth.



**Anywhere UCaaS Solutions**



**Anywhere CCaaS Solutions**



**Anywhere Product Suite**

**Technology Partners**

The technology that creates the Evolve IP eco-system helps partners with integration and collaboration through industry-leading UCaaS and CCaaS solutions - built on Evolve IP's carrier-grade platform.



Save Time & Increase Productivity



Reduce Spend & Streamline Your Services



Keep Your Business Secure & Compliant



Increase Revenue & Business Opportunities



Deliver Excellent Customer Service

**Evolve IP Helps Channel Partners Thrive...**

- Reachable in over 73 countries
- Open API
- Flexible Licensing
- Carrier Grade Voice
- Single Provisioning Portal



## Enhance Your UCaaS Offering

Use Evolve IP as a one-stop-shop, providing everything you need when it comes to cloud communications. Develop a communications strategy that you and your business needs, accessing the latest technology and industry-leading solutions - all managed within a single portal.

- Contact Centre
- Business Insights
- Call Capture
- API Integrations
- PCI Compliance
- Receptionist Console

## Anywhere Portal

A single window into the world of Evolve IP. Allowing you to manage users, solutions easily, so you can deliver an excellent customer service.



## Make the Future Better for Everyone

Evolve IP EMEA has conducted research into the emissions that they create as a business and has calculated their Corporate Carbon Footprint (CCF).

ClimatePartner is our partner in climate action that works with over 5000 clients in 35 countries. ClimatePartner follows the Greenhouse Gas Protocol to calculate carbon footprints that are closely aligned with ISO 14064.



## Powering Partnerships

We work closely with each of our partners and work hard to ensure that they have the tools that will allow their business to grow. Assigning a dedicated Partner Manager and Solutions Consultant allows us to understand what you need and what solutions are the best fit for your customers. Working with you to deliver the projects and win business. All supported by a Partner Programme

- Sales Enablement
- Marketing Resource
- Training Hub
- Dedicated Support



“ I think the Evolve IP is exceptional because they go the extra mile in trying to make things work for the customer.”

– Nick Thomas at RHM Telecom

“ Great support and good access to senior people with technical knowledge.”

– Nikki Hough at Babble

“ One to one service and great demos.”

– Paul Brennan at Speedster IT





## Evolve IP - Anywhere UCaaS Solutions

A natively integrated solution to enable you to optimise either solution for a hybrid workforce. Both of these leading cloud collaboration solutions can utilise Evolve IP's Value Add Solutions within the Anywhere Product Suite.

Collaboration apps have captured the attention of knowledge workers at companies large and small, across industries, and with no geographic limitations. If you are not talking to your customers about collaboration, then someone else will be.

### Evolve IP and Webex

Cisco's Voice collaboration solution provides users with HD voice and video quality as well as a range of Apps and integrations to optimise your team and business. Webex is the leading Voice Solution that can optimise any business communications.



Chat and presence - provide collaboration in a single view, no jumping between windows for chats or group messages



Office Integration with Outlook scheduling so you can work across systems easily



Space meetings for all users – Schedule meetings from the space easily through the App



Control Hub admin access for IT to manage Webex environment to manage internally

### Evolve IP and Microsoft Teams

Microsoft Teams is the hub for teamwork in Microsoft 365. The Teams service enables instant messaging, audio and video calling, rich online meetings, mobile experiences, and extensive web conferencing capabilities.



Collaborative, Persistent Group Chat



Workspaces with One or More Channels



Search, Discovery & File Sharing



Application Library, Plugins, and 3rd-party Frameworks and more...

**NEW****Anywhere Mobile**

Anywhere Mobile is the industry's first mobile communications service designed for businesses. The solution enables a business extension line to be added to an employee's personal mobile phone. The Core network is built on mobile industry standards and is internationally recognized and compatible with every other 2G, 3G, 4G and 5G service. Business communications demand the best quality communications possible, and Anywhere Mobile delivers this with native calling (without an App) using a customizable SIM or eSIM which works in all mobile devices.

**Evolve IP –Anywhere CCaaS Solutions**

Access our award-winning Contact Centre solution, Evolve IP's omni-channel solution that brings all communication channels into one place. Linking channels helps boost customer experience whilst also allowing teams to manage customer demands easily



Fully integrated with any website to capture leads as they land on a page.



Personal Wallboards, ACD Working, Abandoned Calls, critical call handling and queue visibility information



Easily see chat history. Reporting of actions and create 'drilldown' PDFs. Complete performance reporting of channels to best understand customer habits



The most effective way to handle high volume, inbound calls. Hold Your Place in the Queue solution or Call Back when an agent is available



## Anywhere Product Suite

Vigorously tested UC solutions from industry leaders that seamlessly integrate with Evolve IP's voice collaboration offering. Choose from Evolve IP's technology stack and hardware options and build the systems that your customers need to thrive.



Collaboration



Integration

### Collaboration

#### Call Capture

The world's most scalable cloud call recording and voice AI platform. With no hardware required, call recordings, insights, beautiful transcriptions, alerts and more –all delivered from the Voice Intelligence Cloud to your browser via the App. It's easy.

#### Solution Highlights

- Unified call recording native to your services
- Unlimited scale and storage with full data encryption
- Record 100% of calls, from any device, on any device
- AI-driven insights and alerts
- Data portability – Open API

#### Business Insights

Offering unprecedented insight into how your business processes are working and how you can optimise them for a game-changing, ultra-responsive customer experience. With these analytics and reporting features, you will be able to gain valuable insight into your business's performance...

#### Solution Highlights

- Wallboards
- Reporting & statistics
- Abandon call recovery
- Call by time/day

#### Receptionist Console

Enabling meaningful connections on Microsoft Teams. Evolve IP's enterprise-grade receptionist client is a powerful state-of-the-art telephone operator's console for the Microsoft Teams platform that enhances business communication. Evolve IP's Receptionist Console, provides a range of smart features for fast and easy call handling and efficient call distribution for organizations of all sizes

### Chosen Hardware Vendors

Selecting the correct End Point for your customers is a vital part of any UC strategy. Using Evolve IP's selected hardware vendors allows you to select the handsets and headsets that work.

**Jabra**

**snom**

**poly**

**ascom**

**Sangoma**

**Yealink**

**CISCO**



## Integration

### API Integrations

API Integrations is a unified communications client for the Cisco BroadWorks-hosted telephony platform from Mondago. API integrations build seamless connectivity between the end-users' telephone system and their preferred CRM application, all of which can be managed quickly and simply within one screen.

#### Solution Highlights

- CRM Integrations
- DNIS outbound DDi selection
- Detailed call logging
- Toolbar Call Control
- Presence
- Screen pop

### Secure Call

Utilising industry-leading solutions, Evolve IP can help you support secure phone payments. Secure Call gives businesses easy-to-use tools for fully PCI-compliant, over-the-phone payments. Ensure businesses follows up to date compliance laws and avoids fines.

#### Solution Highlights

- Annual PCI-DSS compliance audit costs
- Cybersecurity insurance premiums
- Costly (MOTO) processing transaction fees

### AI Studio

Meet your customer experience objectives with the latest AI Studio solution tool. AI Studio enables you to create professional welcome greetings, auto-attendant, IVR and call menu recordings, and mix them with licence-free music ready to play to queuing and holding callers.

#### Solution Highlights

- 10,000+ professionally scripted and pre-recorded messages
- 50+ languages and dialects from 350+ professional voice artists
- Vast library of licence free music

## Partner with Evolve IP

Our work anywhere philosophy differentiates our partner channel by breaking down barriers in a challenging communications market, supported by providing industry-leading solutions from global technology vendors. To find out more and see how you can become a partner at Evolve IP, contact the team today.

