



# Fuze Unified Platform Overview

## All of Your Business Communications Needs – One Global Platform

As a Gartner, Inc. Unified Communications as a Service (UCaaS) Magic Quadrant “Visionary,” our agile and scalable software platform has been recognized for its innovation, breadth and scope, cost effectiveness, and the extensive collaborative benefits it provides to our enterprise customers. A single, global platform, Fuze encompasses all of your business communications needs – a true cloud PBX replacement and much, much more. Global voice, conferencing and collaboration, contact center, business intelligence, as well as pre-built productivity integrations with popular enterprise applications readily connect distributed workforces, wherever they are located and on whatever devices they use to communicate and collaborate.

## Secure and Scalable with Built-in Redundancy

The Fuze platform is the most reliable, scalable, and secure cloud solution available in the UCaaS industry today. A geographically-load balanced, multi-data center architecture design ensures 99.999% uptime and business continuity, without the large capital purchase and maintenance investments required by legacy on-premises systems. With customers across virtually every industry and geographic location, the Fuze platform was designed to support a number of security and data privacy compliance regulations such as PCI-DSS, HIPAA, and ISO27001 – maintains a SSAE16 (SOC 1) Type 2 certification and SOC 2 Type 1 certification.

## Integration with Enterprise Applications

Based on open standards, Fuze readily integrates with key business applications many enterprises already have in place such as Salesforce.com, Microsoft Outlook, Gmail, and Zendesk, to name a few. What's more, our expansive Web service API library offers enterprises the flexibility needed to bring applications specific to their business – in some cases applications developed by or for their company's specific use – under a cloud communications umbrella to facilitate collaboration and make workforces more productive and agile.



## Simple and Streamlined Business Intelligence

The Fuze contact center solution empowers supervisors to take unparalleled care of call center employees and customers. Fuze understands that customer communication preference is half the sales and loyalty battle. We provide contact center employees access to multi-modal communications tools like voice, video conference, and SMS to support customers via their method of choice.

