



All your business communications,
integrated, efficient, and reliable.

PARTNER GUIDE



INTERMEDIA UNITE

incorporates all of your clients' business communication methods and devices into one integrated, easy-to-manage system.



PHONE SYSTEM



MOBILE



DESKTOP



VIDEO
CONFERENCING



SCREEN
SHARE



REMOTE OFFICE



TEAM CHAT



VOICEMAIL



FAX



PRESENCE
INDICATOR



FILE
COLLABORATION



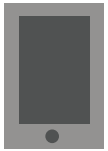
FILE BACKUP

The Intermedia Unite Platform



PHONE SYSTEM

- Cloud-based phone service with 90+ enterprise-grade calling features and excellent network call quality and uptime
- System configuration and call reporting are managed from a single web-based portal



MOBILE

- The Intermedia Unite Mobile App makes any smart phone an essential collaboration tool
- Extend your desktop phone number and extension to your mobile phone
- Place and receive calls, see who is available, chat with colleagues and manage voicemail—anytime, anywhere
- Protect your business and increase employee productivity with Spam Caller Protection



DESKTOP

- The Unite Desktop App empowers employees with the flexibility to communicate the way that works best for them
- See who is available, chat with colleagues, place and receive calls, share screens, start video calls and share files—all from one application
- Use desktop application to place and receive calls or as a call controller for your associated desk phone or as a soft phone from your PC or Mac®



VIDEO CONFERENCING

- Face to face meetings via HD video eliminate unnecessary travel and empower teams with remote members to be more productive
- Establish a personal connection with customers and business partners, and improve internal communication between offices



SCREEN SHARE

- The computer desktop can be shared in real-time, improving collaboration and speed of decision making
- Viewers see desktop content via web browser in full HD. No downloads or browser extensions required



REMOTE OFFICE

- Intermedia's preconfigured phones can be plugged in to any location that has an internet connection
- Remote desk phones work exactly the same way as they do in the office, with access to all the same features and functionality as everyone else in the company

The Intermedia Unite Platform (Continued)



PHONE

- Intermedia Unite phones are plug and play, delivered pre-configured to work seamlessly with the Unite service
- No special setup or technician required
- Includes world-class manufacturers such as Polycom, Cisco and Yealink, with many models to choose from to meet any business need



VOICEMAIL

- Intermedia Unite voicemail can be managed and accessed according to user needs. Listen and manage from the desktop phone, or through the mobile app
- Transcribed voicemail messages can be delivered via email, or viewed on the mobile app
- Voicemail can be received or forwarded as a downloadable email attachment



PRESENCE INDICATOR

- Intermedia desk phones and applications include presence – the ability to see whether your company contact is available, or busy on the phone
- Desktop phones include a busy lamp field (BLF) in the LCD display that indicates presence
- The Intermedia desktop and mobile apps display presence information alongside each contact in the Active Directory



FAX

- Intermedia WebFax is a “virtual” fax service that allows users to receive and manage faxes via the web or email
- Transmits faxes directly from a Windows®-based PC
- Senders simply dial the WebFax number from their fax machine, as they normally would



TEAM CHAT AND MESSAGING

- Send and receive chats in real-time with team members (individuals and groups)
- Pin favorite contacts to the top of your list
- Mobile chat and desktop chat messages are instantly synchronized
- Chat messages securely encrypted in transit and at rest



FILE COLLABORATION

- 2GB per user of SecuriSync® file storage included
- Access files from desktops, laptops, smartphones, tablets, file servers, and the web
- Full control over files, users, devices, and sharing activities



FILE BACKUP

- Real-time backup of all files, mobile photos, and videos
- Point-in-time file restoration for quick recovery from ransomware and other types of data loss

Why sell Unified Communications from Intermedia?

\$3.75B

UCaaS

21.7%

YoY growth through 2023

\$14.83B

Market in 2023

SELL INTO A FAST-GROWING MARKET

Per Frost and Sullivan¹, the size of the North American Hosted Internet Protocol (IP) Telephony and UCaaS market in 2016 was \$3.75B, and is forecasted to grow at a CAGR of 21.7% through 2023 - reaching an amazing \$14.83B in 2023. There's no better time than now to get started selling Intermedia Unite.

INTERMEDIA MAKES IT EASY TO SELL UCAAS

Don't fall for the myth that Unified Communications as a Service (UCaaS) is difficult to understand, or that it's too complex to install and support. Selling Intermedia Unite along with your own service can be EASY and PROFITABLE.

MYTH	WITH INTERMEDIA UNITE
"Selling is tough and sales support is limited at best."	<ul style="list-style-type: none"> Online sales training Brandable material Easy online quoting Concierge sales support
"Install is complex and expensive."	<ul style="list-style-type: none"> Free onboarding support Plug and play phones Proactive network testing
"Support and Billing will eat up my profits."	<ul style="list-style-type: none"> Free J.D. Power-certified support We handle the taxation Easier installs mean less "go-backs"
"Cloud Voice doesn't have the quality and reliability."	<ul style="list-style-type: none"> 99.999% uptime SLA Redundant network architecture VoIP Scout network testing Automatic failover
"I can't add value to someone else's solution."	<ul style="list-style-type: none"> Online phone configuration Network testing Bundle with other services
"I can't own the customer relationship."	Private label resellers own the entire customer relationship

1. Frost & Sullivan North American Hosted IP Telephony and UCaaS Market, Forecast to 2023 from September 2017

Intermedia Unite benefits for our partners

Intermedia Unite is tailor-made for partners to sell, install and support. We designed Unite from the ground up with input from our partners and with the goal of making it easy for partners to sell UCaaS profitably.



FOCUS ON PARTNERS

The Intermedia 360° approach to partner success empowers partners to successfully sell, install, and support Intermedia Unite. A dedicated partner concierge desk, specialized Intermedia Unite product education and product marketing materials, and J.D. Power-certified technical support are just a few of the ways we help partners drive more revenue.



EASY SELF-SERVICE

Ordering services and hardware is easy, and can be done online - using the HostPilot® control panel. Partners can also configure the system, its features, and its phones from the same portal. Programmable line keys allows partners to fine-tune individual phone setups for customers in just a few minutes.



HIGHER MARGINS

Private Label partners buy wholesale and choose their own sell price. Advisor partners receive up-front and recurring commissions. Desktop and mobile apps are provided at no additional charge. And included productivity enhancements like screen sharing, video conferencing, file sharing and file backups, give partners more opportunities to add value and displace competition.





Sell the way you want, depending on your and your customer needs

Intermedia lets you choose from two, robust partner models based on what's right for you and your customers...with flexibility to choose the best option on a customer-by-customer basis.

	RESELLER		ADVISOR
	PRIVATE LABEL	CO-BRANDED	
CUSTOMER RELATIONSHIP	<p>You own the relationship You have full ownership of billing, bundling, support, and all other elements.</p>		<p>We both own the relationship You sell and stay involved with the customer. We do billing and support.</p>
CLOSING THE DEAL	<p>You close the deal Behind the scenes, we'll help you with brandable marketing material and expert sales assistance every step of the way.</p>		<p>You close the deal You leverage our brand and marketing materials. We'll also provide behind-the-scenes sales assistance every step of the way.</p>
HOW YOU MAKE MONEY	<p>You set the price and control your own margins We bill you for the wholesale price and you bill your customer at the price you choose. We handle the telecom taxes for you. <i>(Accounting: you book revenue for the full customer price)</i></p>		<p>We pay you commissions We give you a one-time and monthly recurring commission. <i>(Accounting: you book revenue for commissions earned)</i></p>
CUSTOMER SUPPORT	<p>You provide Level 1 technical support, and we support you You support your customers. We'll back you up with 24/7 phone and chat support.</p>		<p>We provide technical support Our support experts will be here for your customers 24/7.</p>
PRODUCT BRAND	<p>Private Label Intermedia is obscured from all customer-facing interfaces and documents.</p>	<p>Intermedia Unite™ The Intermedia Unite brand is used for unified communications services. <i>(Additional services to be added)</i></p>	<p>Intermedia The Intermedia brand is used for all Intermedia services.</p>
HOW YOU GO TO MARKET	 <p>YOUR BRAND</p> <p>Leverage your brand's value</p>	 <p>CO-BRAND</p> <p>Combine the power of our brands</p>	 <p>INTERMEDIA BRAND</p> <p>Sell under the Intermedia brand</p>

INTERMEDIA UNITE ENABLE

OUR 360° APPROACH TO PARTNER SUCCESS



Intermedia Unite benefits for your clients



INCREASED PRODUCTIVITY AND COLLABORATION

Intermedia Unite makes a more productive workforce

- Allows a user's mobile devices to interact seamlessly with the corporate phone system
- Virtually anywhere, anytime, and on any device - creates a more flexible workforce
- Transcribes voicemail messages to text and/or email, allowing for more efficient voicemail management
- Integrated chat, video conferencing, screen sharing, file sharing and file backup extends reach and facilitates increased collaboration



LOWER COSTS

No hardware to buy, install, manage, upgrade or replace

- Save up to 50% on monthly phone bill when compared to traditional phone service
- Reduces infrastructure and operating costs with no additional hardware to buy
- Consolidate voice and data onto one network
- Flat, per-user rates with no annual contracts or hidden fees



INCREASED RELIABILITY

The Intermedia voice network is purpose-built for reliability

- 99.999% financially-backed uptime SLA
- Proprietary Intermedia VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency



SIMPLIFIED SCALING & MANAGEMENT

Unite scales according to the needs of any business

- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy and can be done online
- Manage service and features using user-friendly HostPilot portal



BUSINESS CONTINUITY

Ensure you never miss an important phone call

- Intermedia Unite automatically rings all your end points (desk phone, mobile, etc.) with every call and in the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)



Intermedia Unite user features

90+ PHONE SYSTEM FEATURES

- Call Forwarding
- Call Park
- Call Transfer
- Do Not Disturb
- Call Recording
- 3-way Calling
- Caller ID
- Extension Dialing
- HD Audio
- Call Waiting
- Receptionist Routing
- Music on Hold
- Voicemail
- Voicemail Transcription
- And many more

VOICEMAIL

- Voicemail to email via WAV file
- SMS notifications
- Voicemail transcription
- Auto-delete of voicemail after 90 days
- Change personal greeting
- Remote voicemail access

BUSY LAMP FIELD (BLF)

- Indicates presence - whether another user's phone is currently in use
- Other users' extension and name information are presented as virtual "buttons" on a desk phone LCD display
- The BLF can be used for speed dials, and also to make or take calls on behalf of another user

CALL FLIP

- Allows the user to seamlessly move an active call from the desktop phone to the mobile app or vice versa
- Called party will hear hold music while the caller utilizing the Call Flip feature switches devices mid-call

WEBFAX

- Users receive, view, manage faxes via the web, or as email attachments
- Users may send faxes from any internet-connected PC
- Does not require an additional phone line

CONFERENCE BRIDGE

- Unique Toll Free number
- Up to 50 simultaneous conferences
- Gather up to 25 people without a reservation
- Gather up to 100 people on a scheduled phone conference
- Separate host and guest codes let you stay in control
- Conference calls can be recorded for reviewing, downloading, and sharing

TEAM CHAT & MESSAGING

- Send and receive chats with team members (individuals and groups)
- Pin favorite contacts to the top of your list
- Mobile chat and desktop chat are instantly synchronized



Intermedia Unite user features (Continued)

SECURISYNC BACKUP AND FILE SHARING

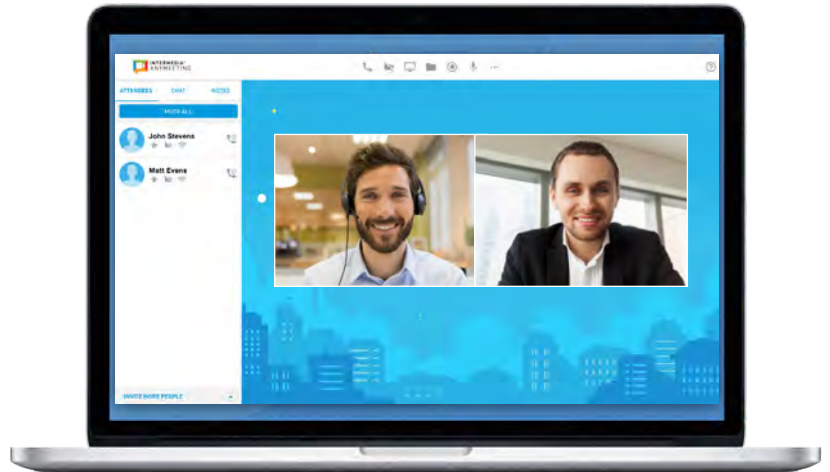
- Easy and secure file sharing
- Access the most current version of files from any device
- Co-edit in real-time
- Access file server content from mobile devices without a VPN

ANYMEETING® VIDEO CONFERENCING AND SCREEN SHARING

- Instant browser-based video conferencing without downloads
- Screen sharing
- Includes a conference dial-in number
- Join conference via phone, mobile or desktop
- Custom URL for meetings

An upgrade to Intermedia Unite Pro includes:

- Up to 30 participants per meeting (up from 4)
- Up to 12 webcam participants at once (up from 4)
- Video, PowerPoint®, pdf file sharing with 1GB Content Library
- Meetings may be recorded and downloaded





Intermedia Unite apps

INTERMEDIA UNITE MOBILE APPLICATION

This powerful mobile application transforms your phone into an essential collaboration tool, making teamwork on-the-go easier than ever. See who is available, send and receive team chats, place calls and see voicemails —anytime, anywhere.

Never miss important calls

- Extend your business phone number and extension to your mobile phone, so you can place and receive calls on-the-go or even transfer calls from your desktop phone to your mobile device—seamlessly, without interruption

Easily collaborate from anywhere

- Your full desktop chat history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are

INTERMEDIA UNITE DESKTOP APPLICATION

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. See who is available, send team chats, place and receive calls, share screens, start video calls and share files—all from one application. Available as a downloadable app for PC or Mac.

Communicate your way

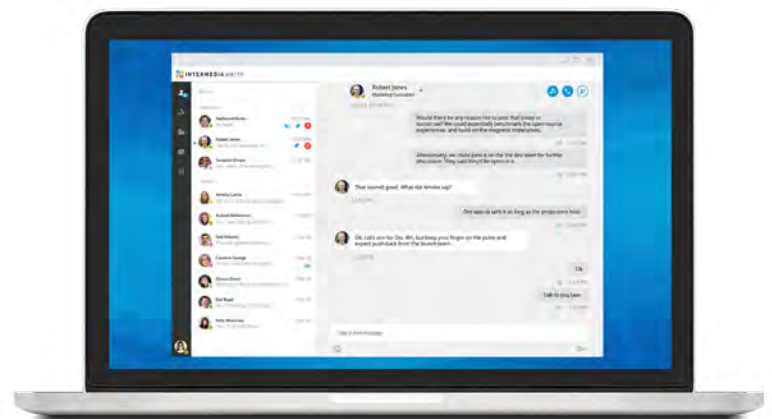
- Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®

One application for collaboration

- One place to see the availability of coworkers, place a phone call, start team chat and launch a video conference

Stay connected on-the-go

- With the Unite desktop and mobile applications, you take your contacts, files and conversations with you—wherever you are





Intermedia Unite administrator features

UNITE MANAGEMENT PORTAL

- One central location to manage system or endpoint settings
- Enable or disable features system-wide, by group or by individual user
- Add users, user hardware, and phone numbers right from the portal
- Set up auto attendants and groups according to business requirements
- View/create hunt group reports

AUTO ATTENDANT

- Greets callers and then directs them to the right person, department or information - 24 hours/day
- Multiple and branched menus for day/night
- Dial by name / by extension
- Auto Attendant voicemails can be configured to be sent to email with transcription

SPAM CALLER PROTECTION

- **Detection:** Sophisticated call detection automatically recognizing robocalls and scammers.
- **Alerting:** Warns users of spam & fraudulent calls before answering a call, across all your Unite devices.

- **Blocking:** Block spam and fraudulent callers from reaching your employees.

HUNT GROUPS

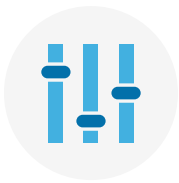
- Places incoming calls into set groups such as sales department, accounting, or reception
- Calls are distributed according to managed setting: round-robin, sequentially, longest idle, or all simultaneously
- Can be configured to feature greetings, messages, and hold music
- Users and administrators may log users in and out of groups

HUNT GROUP REPORTING

- Select/view data and view reports for entire groups or individual agents
- View graphical data reports based on time, and group or individual
- Includes statistics such as hold time, talk time, call duration, call volume, and other call metrics

SECURISYNC BACKUP AND FILE SHARING

- Restore files to any point in time with one click
- Full control over files, users, devices, and sharing activities
- File Server Sync to back up and sync files from an existing Windows file server to SecuriSync



Customizable settings

The Intermedia Unite Administrator Tool is a powerful web-based interface where corporate IT and phone administrators may make changes to the phone system settings to align with the needs of the individual business.

GENERAL SYSTEM SETTINGS

- Enable/Disable Call recording
- Set up the Auto Attendant
- Set up groups and departments within the company
- Assign users to different locations/branches
- Order or activate users and phones
- Set up conference rooms/bridges, Webfax and lobby phones
- Set up music on hold and/or personal greetings

PHONES SETTINGS

Intermedia preprograms and configures your phones for you. However, administrators have the ability to make some specific changes:

- Set up, manage, control voicemail boxes
- Set up home screen, and save favorites and speed dials
- Record and configure greetings
- Program Do Not Disturb or specific forwarding rules
- Programmable line keys allows setup and configuration of BLF keys, Alias keys, and Remote line keys



Choose your Phones

Intermedia offers a range of Polycom, Cisco and Yealink phones to span your business needs. No technical installation required, just connect them to the internet and they're ready to go.

					
Phones	VVX 201	VVX 250	VVX 350	VVX 450	VVX 501
# of line keys	2	4	6	12	12
Network	10/100	Gigabit	Gigabit	Gigabit	Gigabit
Screen type	Greyscale	Color	Color	Color	Color/Touch
Headset capable	Yes, RJ9	Yes, RJ9	Yes, RJ9	Yes, RJ9	Yes, RJ9
PoE	Yes	Yes	Yes	Yes	Yes
USB ports	0	1	2	2	2

				
Phones	T42S	T46S	T48S	W60 DECT
# of line keys	12	16	16	8
Network	Gigabit	Gigabit	Gigabit	Gigabit
Screen type	Greyscale	Color	Color/Touch	Color
Headset capable	Yes, RJ9	Yes, RJ9	Yes, RJ9	3.5 mm
PoE	No	Yes	Yes	No
USB ports	1	1	1	0



Choose your Phones

(Continued)

			
Phones	IP5000	IP 6000	IP 7000
Network	10/100	10/100	10/100
Screen type	Greyscale	Greyscale	Greyscale
Mic. pick up radius	7'	12'	20'
PoE	Yes	Yes	Yes

NETWORKING:

Each phone comes with a built in switch that allows you to connect the phone to the Internet connection in an office then connect the phone to a PC. If your existing network provides gigabit speeds, then a phone with gigabit capability is recommended.

PoE:

Power over Ethernet allows the phone to be used without the included power adapter if your network switch is capable of providing power to devices connected to it.

HEADSET CAPABLE:

All phones allow the use of external headsets. Please make sure to check the headset you buy to ensure it will work with your phones.

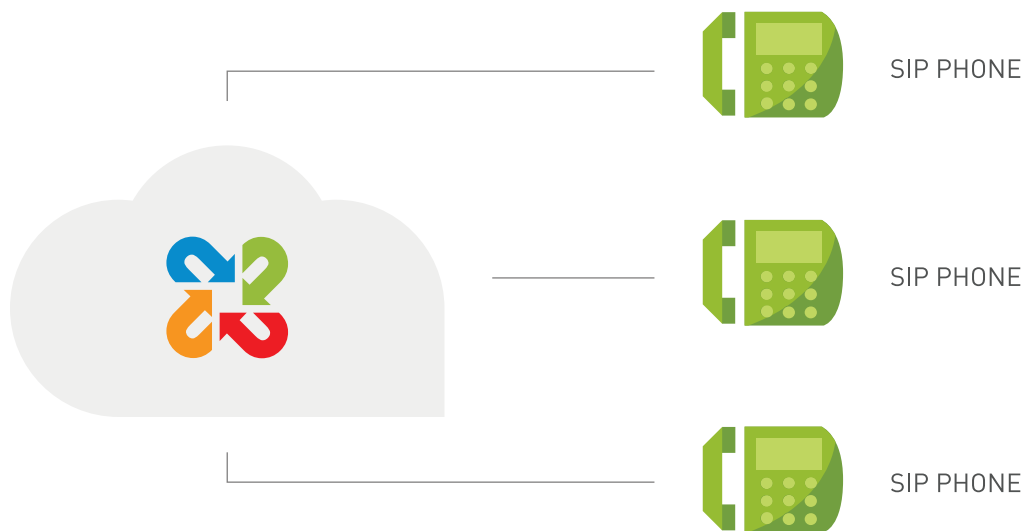


Your clients already have phones? No problem.

Bring Your Own Phone (BYOP)

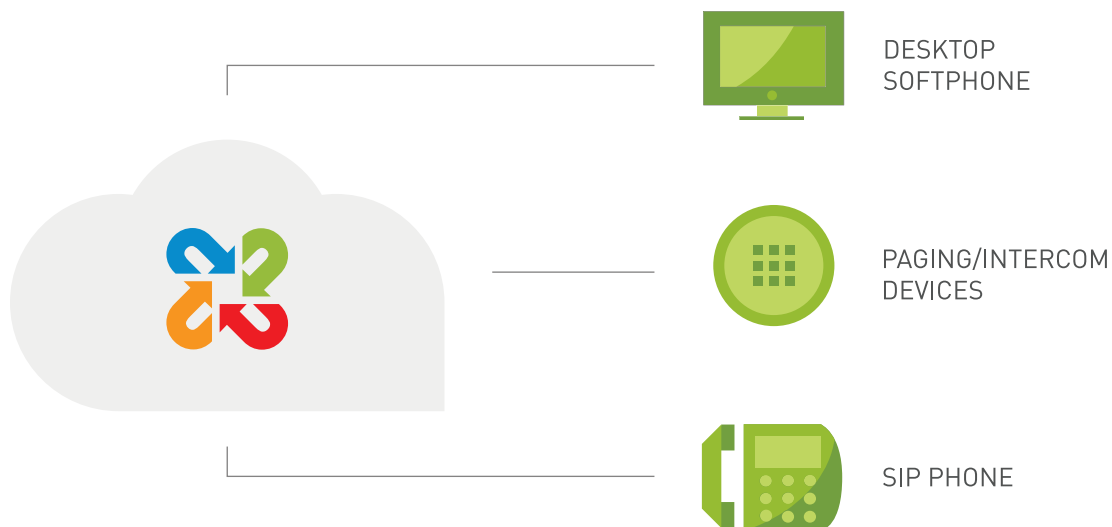
ENHANCED BYOP PROGRAM

- Use approved phones that were already existing or procured elsewhere
- Get the full use and functionality of the built-in features of Intermedia Unite
- The full approved phone list for the Enhanced BYOP program can be found in the Intermedia Knowledge Base at kb.intermedia.net



ANYPHONE BYOP PROGRAM

- Any SIP device not on the approved list may still be used in conjunction with Intermedia Unite
- AnyPhone BYOP devices are not guaranteed to work seamlessly with all Intermedia Unite features
- The Anyphone BYOP program allows customers to include 3rd party products such as softphones and paging devices into their cloud voice solution





What comes with Intermedia Unite?



INTERMEDIA UNITE

Questions? Contact
Intermedia today.

888.299.2522 or
resellers@intermedia.net

EACH USER RECEIVES

- Local phone number with unique extension
- Ability to have up to five endpoints (phones and other devices)
- Inbound/Outbound Caller ID
- Access to 90+ enterprise-grade features
- WebFax
- Voicemail box with transcription services
- Team Chat & Messaging
- Unite Desktop and Mobile Apps
- AnyMeeting for up to 4 participants with 4 video feeds
- 2GB/user SecuriSync file share and backup

EACH ACCOUNT INCLUDES

- Centralized management of all locations
- Auto Attendant with a Direct Inward Dial phone number
- Ability to configure up to 10 hunt groups
- Conferencing: 200 toll-free minutes per month
- Active Directory integration for easy configuration of users
- Phone line configurations
- Hunt Group reporting
- Enable/Disable call recording
- Spam Caller Protection across all Unite devices

AN UPGRADE TO ANYMEETING PRO INCLUDES:

- AnyMeeting for up to 30 participants with 12 video feeds
- 100GB per user of SecuriSync file share and backup

FOR AN ADDITIONAL FEE, THE FOLLOWING OPTIONS ARE AVAILABLE AS ADD-ONS TO THE BASIC SERVICE:

- Fax lines
- Resource lines
- Additional automated attendants
- Vanity numbers
- Toll-free packages
- Conferencing packages
- Add-On numbers
- Additional voicemail boxes
- Additional Hunt Groups
- Additional WebFax accounts and mailboxes
- Additional simultaneous users for video conferencing and screen sharing features



J.D. Power 2018 Certified Assisted Technical Program, developed in conjunction with TSIA. Based on successful completion of an audit and exceeding a customer satisfaction benchmark for assisted support operations. For more information, visit www.jdpower.com or www.tsia.com. Intermedia Unite, SecuriSync, VoIP Scout, AnyMeeting and HostPilot are either trademarks or registered trademarks of Intermedia.net, Inc. in the United States and/or other countries.

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