

West IP Communications at a Glance

We are:

The leading provider of cloud-based communications for the enterprise, incorporating MPLS-based application networking, enterprise voice, unified threat management, advanced contact center solutions, unified messaging and collaboration tools.

What we do:

West is working with industry-leading companies like Carlson Marketing, Lending Tree, REMAX and Dish Networks to take advantage of current and emerging communication technologies to:

- **Deliver advanced communications and collaboration services**
- **Drive down communication costs**
- **Increase efficiency of IT operations**

Instead of focusing on key communications initiatives that have the potential to transform the way an enterprise works, many companies have been forced to spend an inordinate amount of their valuable resources on managing legacy voice and data infrastructures. West enables customers to end the fixed costs and inflexibility of traditional voice and data platforms, manage costs more effectively and free up their resources to focus on business growth initiatives

Customer Results:

Efficiency: Driving down the cost and complexity of implementing advanced communication tools

Execution: Speeding the deployment and impact of Unified Communications

Agility: On-demand services that are closely aligned with business needs

We aim:

to be a thought leader and trusted advisor, with the goal of helping our clients lead in their markets through innovative uses of next generation communication technologies.

How we do it:

We see an opportunity to “think differently” about your customer’s communications infrastructure. Our vision of tomorrow puts you in a position to redeploy their resources—people, time, budget- from managing basic voice and data infrastructures into driving the business initiatives that are the basis of their competitive advantage.

Solutions: Cloud-based applications and services delivered over next-generation, application aware networks that provide an enterprise with the best in enterprise voice, data, security, collaboration and contact center solutions

Services: A highly flexible model supported by end-to-end implementation services and on-going operational support that scales as your business grows and as technology evolves

Infrastructure: We are a national provider of voice and data services with a platform specifically designed to meet the needs of the dynamic and distributed enterprise

We will:

serve clients over the long-term; focusing on delivering business value through transformation and lasting impact.

Why we are different:

Experience: Since 2000, West has been developing flexible, on-demand, IP communications solutions for enterprise clients and continues to lead the industry, providing the premier cloud-based communications applications and services. Today we provide services to hundreds of thousands of employees in hundreds of leading global enterprises across 47 states, Canada, Mexico, Europe and Asia.

Expertise: West enables an enterprise migration to IP communications with a team of experts at every level of the process to ensure your transition to cloud-based communications is as seamless as possible. From initial consultation to assessment of business requirements, to planning for implementation, to dedicated project management and ongoing communications services management

Service: With some of the highest customer retention and satisfaction rates in the industry, we understand the responsibility we have to provide an outstanding customer experience. There is no one-size-fits-all solution. We work with our clients to solve their urgent problems and at the same time, show them how to use technology to transform their business. Our support teams are no ordinary help desk, they become an extension of a client’s IT team, integrating our processes and knowledge into the way an enterprise works.

