

Cloud PBX & UC for IBM Collaboration Solutions

Cloud-based voice and video integrated into IBM® Connections™ & IBM Sametime®

The GENBAND Realtime Connections Client brings together the cloud PBX services of Kandy Business Solutions with the collaboration services of IBM Connections and Sametime. The combined solution eliminates expensive PBX hardware and replaces it with a cost-effective cloud-based service that integrates voice and video into a unified collaboration experience.

Embracing Cloud Economics

IBM customers are already migrating their collaboration deployments to the cloud, eliminating the expense and complexity of maintaining servers and software inside their own network. Adding Kandy Business Solutions extends that model to telephony. Stop paying a premium for aging PBX hardware and antiquated services that no longer meet the needs of a mobile workforce. IBM Connections and Kandy Business make it easy for employees to work from anywhere, connect in real-time from almost any device and collaborate over text, voice or video.

Familiar Experiences

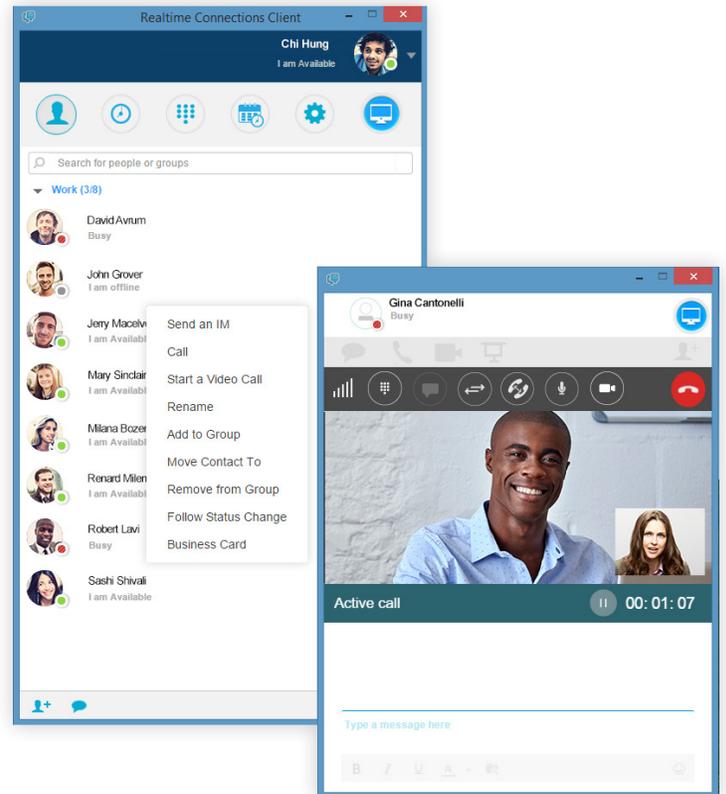
The Realtime Connections Client is designed to feel familiar to IBM customers so users don't need to be retrained. The client simply extends existing services and adds real-time voice and video.

- IBM Connections Chat
- IBM Connections Meetings
- IBM Connections Audio & Video Calls
- IBM Connections Audio & Video Conferencing
- IBM Connections Meetings with voice and video Integration

Communication Services for Every Employee

Kandy Business delivers sophisticated communications experiences but that doesn't mean we compromise traditional telephony features. We understand that not every employee works at a desk. That's why the Realtime Connections Client works in concert with an IP desk phone and why Kandy Business delivers traditional phone features like calling groups, call park, boss – admin services and more.

Competing solutions drive up costs by requiring premium collaboration licenses, even for basic telephony. Why pay for licenses your employees can't use or force them to use complicated communications tools that don't fit their work environment? Kandy enables organizations to choose the right experience for the right task, including hard phones for a warehouse, portable phones for a manufacturing facility or emergency phones in a parking lot. Kandy also makes it cost-effective to maintain support for legacy analog phones across a facility. Every employee, regardless of their role, is always part of your team.



More Endpoint Choices

- Polycom, Yealink and other SIP compliant endpoints
- Windows, Mac, iOS and Android clients



Cloud Contact Center

The same Kandy Business Solution that drives cloud collaboration can also provide cost-effective tools to proactively manage the customer engagement process - improving customer service and reducing staff costs. As with PBXs, traditional premise-based call centers can be expensive to acquire, cumbersome to operate and often only manage phone calls. They don't offer an option to manage web inquiries, and other text-based interactions. Kandy Contact Center centralizes capabilities in the cloud, letting agents focus on customers and supervisors manage people, not systems. With the Kandy Cloud, organizations don't have to invest thousands in complex infrastructure that quickly becomes obsolete. Employees always have the latest tools and you'll pay only for what you use.

Your Trusted Partner in the Cloud

Kandy Business Solutions are built and supported by GENBAND, a leader in providing real-time communications solutions and services. Kandy Business is built on the same carrier-class elements deployed in over 700 service provider networks worldwide. All aspects of the service are redundant with solution elements deployed in leading data centers across the globe. Kandy Business is built to exceed the expectations of Fortune 500 CIOs, including multi-site management tools and quality of service tools that can highlight potential issues.

Part of an IBM Ecosystem

GENBAND works closely with IBM Business Partners to streamline any additional license purchases and implementation. Organizations can continue to work with their trusted Business Partner as they extend their IBM investment. There's no need to rebuild relationships or replace existing investments.



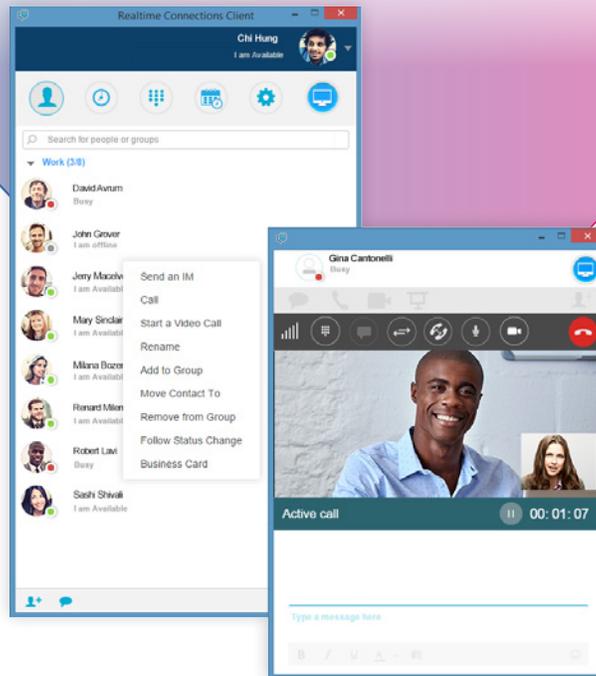
IBM Connections Cloud



KANDY Business Solutions

Kandy Cloud UC

- Chat & Meetings
- Audio & Video Calls
- Audio & Video Conferencing
- Screen Share



- Directory & Presence
- Business Telephony Services
- Mobility
- Contact Center

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