

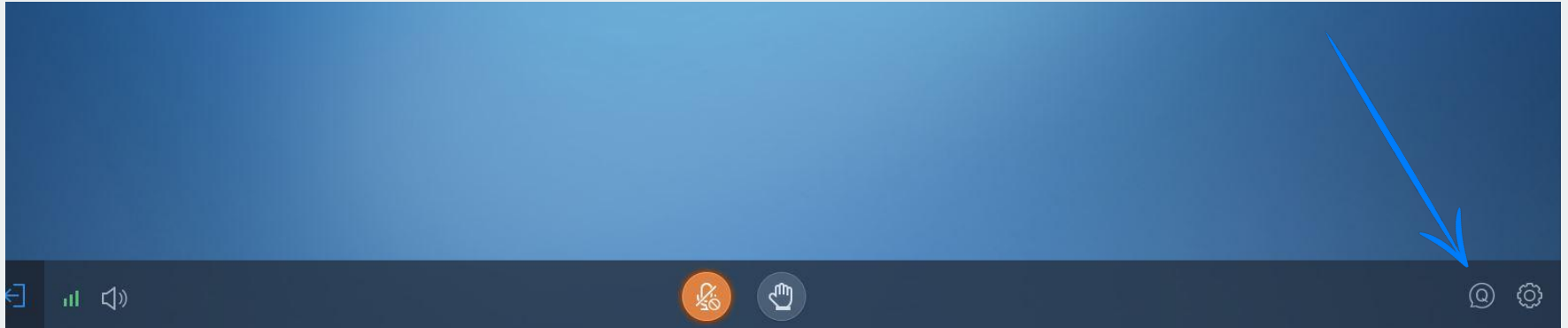


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Presented by:  
Joe Shanahan &  
Laura Bella

**During the webinar please use the Q&A feature  
located in bottom right corner of your screen!**

**We will answer the questions at the end of the presentation  
Thank you!**

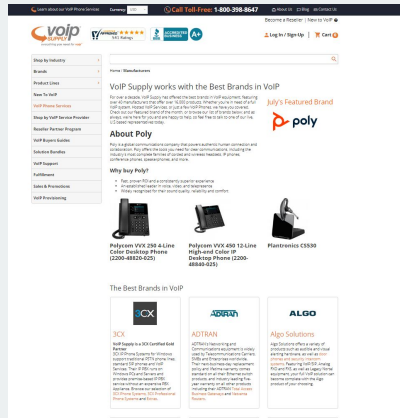


Let Us Fulfill Your Needs



## Who is VoIP Supply

Since 2002 VoIP Supply has delivered unparalleled service and expertise to over 125,000 customers worldwide. The team behind VoIP Fulfillment by VoIP Supply has been providing provisioning and fulfillment to VoIP Service Providers since the industry's beginning.



### Product Catalog

Over 5,000 products from over 60 of the industry's leading manufacturers



### We are More than just a Website!

Best Places to Work in Western New York  
500/5000 Company

Buffalo Niagara Business Ethics Award Nominee



### VoIP Experts

Our experts have over  
**ten** years of experience

We Are VoIP Supply

# VoIP Supply Programs



Since 2002 VoIP Supply has delivered unparalleled service and expertise to over 125,000 customers worldwide.

## Hardware & Provisioning

featuring over 60 manufacturers that offer over 16,000 products and the ability to provision for you!

## VoIP Rental Program

our Device as a Service (DaaS) rental program gives your customers the widest variety of VoIP Products for a low monthly payment!

## CloudSpan MarketPlace

a single place to shop various VoIP service providers - build up your MRR and receive discounts on hardware selling through VoIP Supply

## Fulfillment

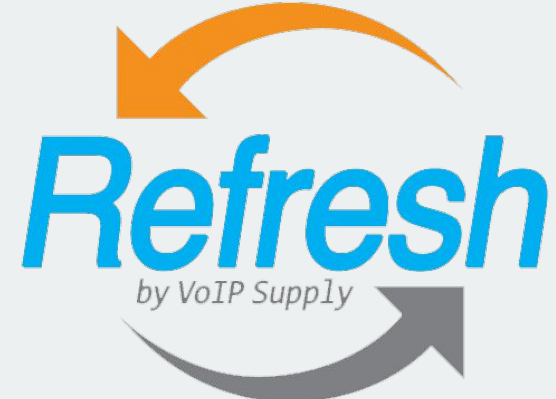
provisioning and professional services from multiple warehouse locations in North America; providing real-time access to manage your projects from order through delivery

## Refresh & Reclaim

offering certified reconditioned devices at a fraction of the cost plus offering an outlet for selling off used and excess VoIP equipment



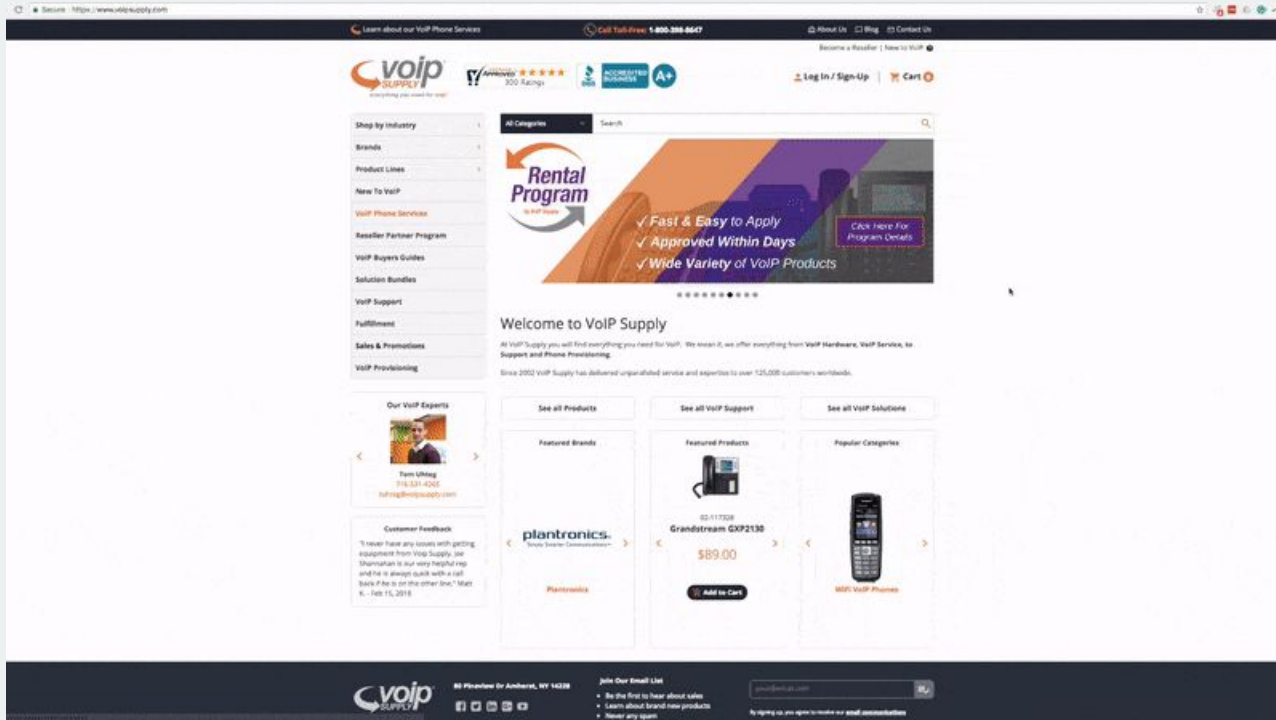
VoIP Supply's Reclaim equipment buyback program is your outlet for **selling off your used and excess** VoIP equipment. With Reclaim you can submit your equipment for sale to VoIP Supply and **receive fair market value** for it allowing you to "reclaim" a portion of your original investment.



VoIP Supply's exclusive Refresh program will allow you to replace a customer's device with a **certified reconditioned device** at a **fraction of the cost** of a new device. With VoIP Supply's Refresh program, you can provide your customer the support and sense of security that comes with a Refresh product.

We Are VoIP Supply

# Reseller Portal



<https://www.voipsupply.com/partner-program>

## Reseller Advantage

*Are you struggling to be competitive in the marketplace?*

VoIP Supply has partnered up with some of the top VoIP manufacturers and service providers to offer you a program you won't be able to find anywhere else!

Here are just a few key features:

- **Earn High Residuals**
- **Equipment Discounts**
- **Expert Extended Sales Team - Combined experience of 50+ years**

*By partnering with us, you will be able to grow your business and strengthen your position in the marketplace.*



**netcarrier**

We Are VoIP Supply

## Join Our Team



### Become a VoIP Supply Partner

- Exclusive Pricing Through VoIP Supply!
- Opportunity Support – Consulting & Solution Design



*Joe Shanahan*  
*Senior VoIP Consultant*  
*(716) 867-6555*  
*JShanahan@VoIPSupply.com*







About

Team

NetCarrier

nCloud  
Connect

Features

Process

SD WAN



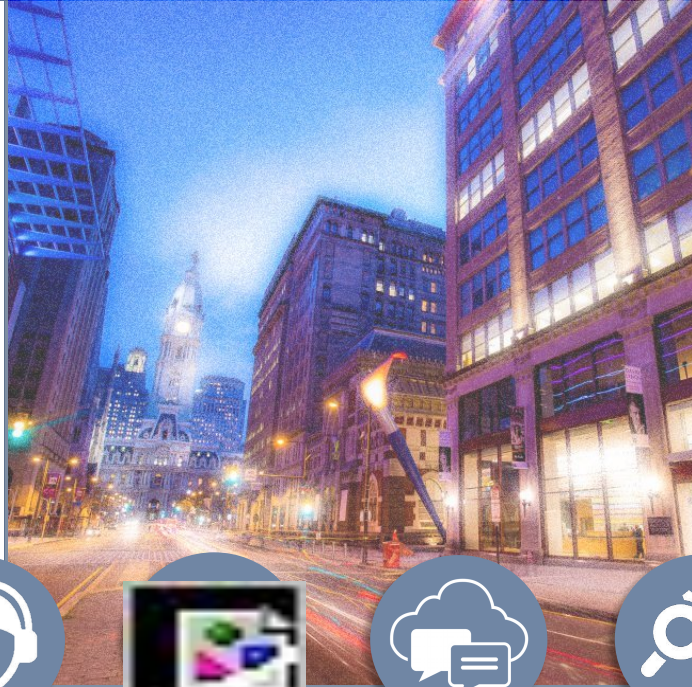
# WHY NETCARRIER

- Established 1996 National company with local support and VIP treatment
- Single Point of Contact for all projects
- 24/7/365 US based customer support & NOC, never outsourced; avg. hold time less than 25 seconds
- Not just a cloud provider but a FCC regulated carrier, experienced in voice services with a redundant network
- We can order, bill, and open trouble tickets for broadband connections for our customers
- Flat organization Founder, & EVP are in the office everyday. Privately held, debt free company
- Channel Manager Support with back office support for quick turnaround times for proposals and contracts.
- Agent installer program
- Tenured management team



# NETCARRIER SERVICES

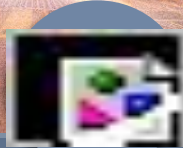
- nCloud Connect Hosted PBX Services
- nCloud Contact Center Solutions
- SD WAN Failover
- PRI/SIP/Analog Handoff
- Dedicated Fiber Services
- xStream Fiber Optic Broadband Services



- We customize your phone system to meet your needs
- We send a technician on-site to survey and install services
- We train your whole staff
- We continually develop new features to roll out to keep you ahead of technology
- We offer support through the entire process



24.7.365 US  
Customer  
Support



Privately Held,  
Experienced Carrier,  
Trusted Network



UCaaS  
Features to Fit  
Any Business



Continued  
Development of  
UCaaS Features





# Benefits of Cloud Communication

- Disaster recovery
  - No onsite PBX that is effected by power outages
- Automatic maintenance and software updates included
  - No on-going maintenance cost to manage the system, save on internal resources
- Predictable monthly charges
- Multi-task, and collaborate with co-workers to increase productivity
  - Instant messaging, mobile app, presence notifications
- Work from anywhere
- Competitiveness, stay ahead of latest technology
- Easily scalable
- System changes done via online web portal for remote management
  - Auto Attendants, Call Forwarding, Music on Hold, Etc.
- Connect multiple offices together without expensive network infrastructure
  - Extension dialing, operate as 1 office



# NCloud Connect Differentiators

## Full Featured Contact Center Solutions



Reports



Monitoring



Fully Integrated



Add-Ons

## Managed Deployments



Onsite Install



Dedicated PM



Network Monitoring

## Platform Technology



Proprietary  
Platform



Optimal Bandwidth  
Utilization



Continued  
Development

## Features



Instant  
Messaging



Mobile App



Desktop Faxing



Web Portal

# UNIFY SEAT VS UNIFY+ SEAT

Advanced Seat Features	Unify	Unify+
ANI Screener Per User (Blacklist/ Forward To Extension)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Advanced Call Forwarding - Date & Time Scheduling (Find Me/Follow Me)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Call Detail Reporting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Call Forwarding	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Directed Call Pickup	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Forward on Call Reject	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
nCloud Connect Web User Portal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Call Reporting - View System CDRs in User Portal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Unified Messaging	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Desktop Integration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
File and Screen Share	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Instant Messaging with Presence	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PC Softphone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Voice mail with Management Portal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hoteling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
nCloud Connect Mobile App (Android & iOS)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Desktop Faxing		<input checked="" type="checkbox"/>
Ad Hoc (On Demand) Call Recording		<input checked="" type="checkbox"/>
Conference Bridge (5 Call Paths & Toll Free Number per customer included)		<input checked="" type="checkbox"/>
Personal Automated Attendant		<input checked="" type="checkbox"/>
Direct Inward Dial with Caller ID Outpulsing and Inbound CNAM	Add-On	<input checked="" type="checkbox"/>
CRM Integration		Road Map

# CONNECT MOBILE

Always Within Reach



Take Your Office On The Road With You

Available For Android and iOS Devices



# nCloud CONTACT CENTER LITE



Busy Receptionist



Contact Center Features



Ring & Hunt Groups



Prioritize Important Clients



Manage Moderate to High Call Volume



Call Recording



Supervisor Call Interaction



Reporting



1 Free Month of nCloud Contact Center Lite Seats on Qualifying Orders\*



# nCloud CONTACT CENTER ENTERPRISE

POWERED BY telax



Supervisor Management & Interaction



Manage High Call Volume



Skills Based Routing



Extensive Reporting



CRM Integration



Chat & SMS Queues



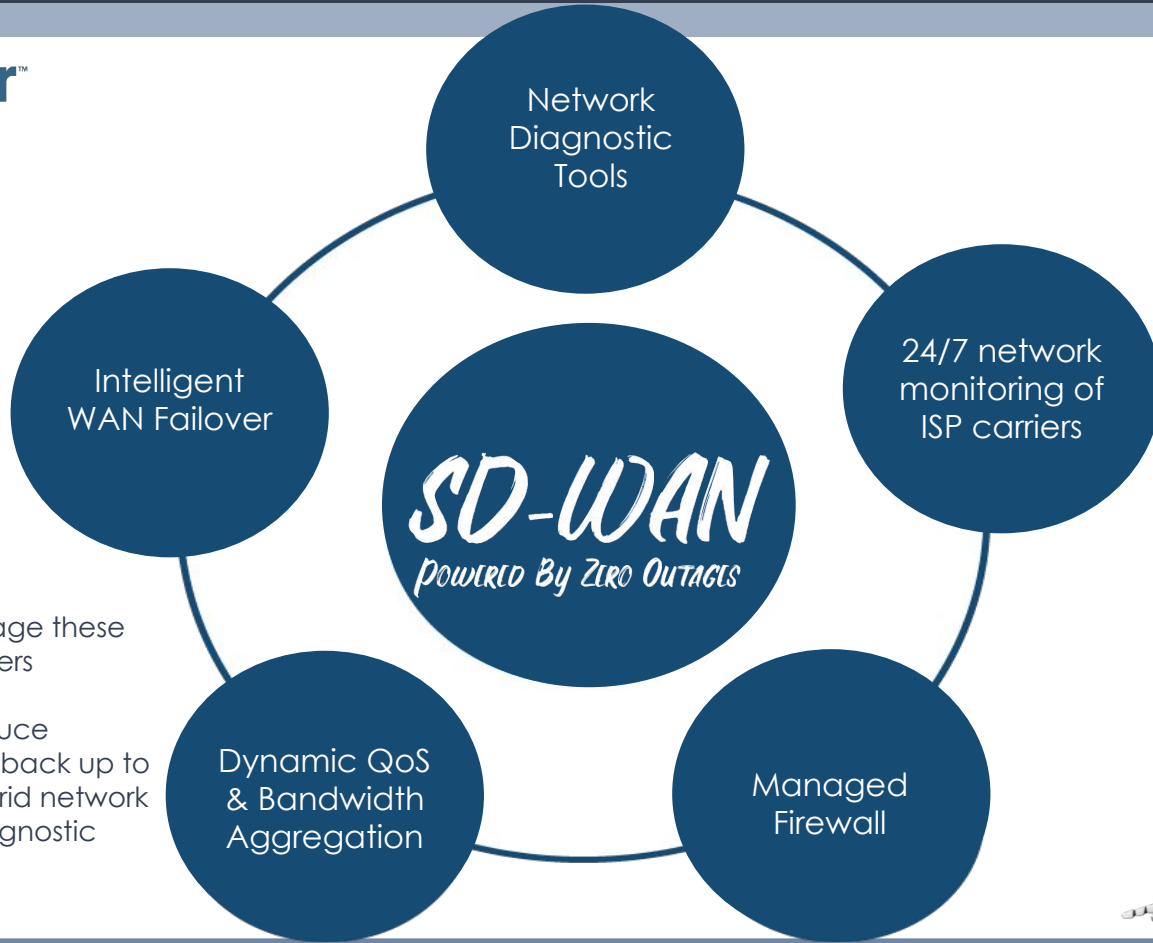
Web & App Based



Email Features

\*Must be standard pricing and a minimum of 10 seats (Unify and Unify+ included)





- Carrier Agnostic
- We rebill and manage these services for customers
- Can do site to site connectivity to reduce network latency or back up to the cloud for a hybrid network
- Zoom portal for diagnostic tools





# Getting Started

- ✓ Contract Signed/Paperwork Submitted
- ✓ Order Created & CSR Pulled
- ✓ Project Manager Assigned
- ✓ Introduction Call
- ✓ Circuit Ordered (if Applicable)
- ✓ Configuration Call Scheduled
- ✓ User List Confirmed & Equipment is Ordered
- ✓ Configuration Call
- ✓ Outstanding Info Reviewed
- ✓ Workbook/User Info/Line List Confirmed
- ✓ Circuit Installation (if Applicable)
- ✓ Site Survey is Conducted
- ✓ Network & Design Outlined
- ✓ Router Configured
- ✓ Port Request Submitted
- ✓ Engineering Configures Server
- ✓ Equipment is Built & Tested
- ✓ Schedule Install
- ✓ Webinar Training
- ✓ Activation-Go Live



# Contact Information

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# THANK YOU FOR JOINING



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