

Mid-Market Enterprises (MME) can futureproof their IT infrastructure and get out from under skyrocketing on-premises IT costs with a **unified** cloud solution from PanTerra.

### UNIFIED CLOUD SOLUTIONS

WorldSmart is a comprehensive suite of unified cloud services including communications, collaboration, file sync & share and business analytics services. PanTerra's cloud services increase business productivity, lower operating costs, maximize IT flexibility, maintain the highest levels of security and reliability and ensure easy global deployment across your organization.

### CLOUD INFRASTRUCTURE

PanTerra's cloud infrastructure significantly reduces costly capex and maintenance contract costs with maintenance-free cloud technology that is ultra-reliable, secure, scalable and globally consistent.

### UNIFIED COMMUNICATIONS

Comprehensive hosted PBX with unlimited concurrent calling and advanced UC features built-in with full mobile device support.

### COLLABORATION/TEAM

Interactive team collaboration made easy with a unified user interface for file sharing, instant messaging, presence, web meetings, and HD audio/video conferencing.

### CONTACT CENTER

Robust ACD queues with skills-based routing, supervisory modes, call recording, business analytics built-in, and support for mobile devices makes our contact center solution more responsive to customers.

### BUSINESS ANALYTICS

100+ customizable SLA/KPI performance metrics, real-time and historical monitoring and reporting, advanced notifications, integrated communications for instant corrective action. Support for mobile devices.

### FILE SYNC & SHARE

SmartBox combines enterprise file sync & share features with unified communications to deliver communications-enabled content management allowing you to share, communicate and collaborate all in one easy to use solution.



## WorldSmart for the Insurance Industry

With the advent of the web, competitive pressures from virtual insurance brokers and virtualization delivering longer work days for clients and staff, insurance companies are finding new ways to increase their personal service and competitiveness. These demands are driving requirements for accessibility whether mobile or operating from multiple locations, the ability to integrate multiple means of communication such as instant message, emails and appointments, and a schedule to ensure every phone call is answered around the clock regardless of location is an absolute necessity.

- **Eliminate on-site complexities and overhead costs:** Subscribing to a single unified communications SaaS eliminates all on premise phone systems, email, calendar, fax and unsecure instant message services, servers and headaches.
- **Unite multiple offices or service multiple cities from one office:** Regardless of location or locations, WorldSmart can be configured to route calls to best suit your client and your business needs. Freedom from physical barriers or even local phone numbers to service cities out of your physical geography.

- **Time of day controllers for business calls:** Route calls to offices, employees and voicemail based on your business schedules, needs and time of day routing.
- **Flexibility to work from home:** Working at night, from cell phones or homes, ensuring every call is answered gives 21st century companies a competitive edge.
- **Recording:** Recording gives insurance companies the ability to record, store and playback calls for training, monitoring call quality, improved accuracy, and train employees.
- **Account Codes:** Use of account codes allows offices to track time spent on client calls and cases.
- **Customer Relationship Integration:** Every customer transaction is a chance to grow your business. WorldSmart integrates with Salesforce.com and Microsoft Outlook for powerful CRM controls to keep clients close.

Insurance companies step up to the 21st century with PanTerra's fully integrated WorldSmart unified communication platform designed to take your company to the next level of competitiveness

**Contact us today for a demonstration.**

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