

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 Legal Profession

Lawyers, staff and clients' daily lives have dramatically changed over the years due to the increasing demands for instant information, mobile accessibility and competitive alternatives. WorldSmart enables law offices to jump into the 21st century and address all of their demands by integrating with the communications requirements of antiquated technology without the need for IT staff, expensive equipment or additional headaches. WorldSmart is loaded with features and benefits specifically designed for legal professionals and organizations while eliminating any need to understand anything about technology.

With WorldSmart, you can provide your staff and customers with integrated and unified communications delivered through an easy to use SaaS for phones and recording, faxes, secure instant messaging, mobile text messaging, email, file sharing and calendaring from one vendor; thereby eliminating headaches.

Unleash Powerful Business Tools

- Detailed reporting for all customer and office transactions
- Auto Attendant for call routing enabling 24x7 client emergency response
- Email and calendaring to keep everyone organized and on schedule

- Instant message and phone presence enabling staff to see when users are on the phone, in the field or busy
- SmartBox – file sharing that communicates

Traditional Phone Requirements with Mixed Medium Tools to Ensure Communication Integrity

- Account codes to track and report on client activity
- Recording to capture important calls for later review, case resolution, and billing
- Shared lines and group calls so administrators can see status of staff and easily screen calls

Powerful Remote Access Features

- Secure Instant Messaging with presence and cell phone text conversion
- Find me - follow me routing for each person to ensure important calls are answered and routed appropriately
- Voicemail notification to quickly inform you of a missed calls as well as attach a voicemail for mobile review

Let WorldSmart service your communications while you service your clients

Contact us today for a demonstration.

WorldSmart and FutureProof Communications are trademarks of PanTerra Networks. Prices and specifications are subject to change without notice.

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