COMMUNICATION

Intelligent solutions for enhanced communications

Next-generation VoIP, video collaboration, and unified communications suites driven by modern IP connectivity

ENA's cloud-based communication solutions eliminate the need for local premises-based systems, further reducing expenses and technical complexities that limit flexibility.

Explore solutions at www.ena.com/communication/

en@®

by zayo®

Cloud VoIP and UCaaS Solutions Engineered for Education Institutions and Libraries

- **Unified Communications**
- **Cloud Contact Center**
- **SIP Trunking Services**
- **Audio Conferencing**
- **Algo Enhancement Devices**

RELIABLE

Reliability is at the core of ENA's voice architecture. Our geographically resilient cloud platform delivers crystal clear audio and video quality and an industry-leading 99.999% uptime.

COST EFFECTIVE

ENA's voice solutions are flexible, highly scalable, and offered at a flat monthly rate that deliver savings and a lower total cost of ownership over many on-premises systems.

FEATURE RICH

With multiple package options available, ENA enables you to build a custom phone system tailored for your organization. Choose from our robust set of features, including:

- Pinpoint 911 and automated notifications sent to staff when 911 call is made
- Voice, call routing, messaging, and video conferencing
- Integrated mobile and desktop apps
- Microsoft Teams connector
- Auto attendant and hunt groups
- Visual voicemail and transcription
- Call jump (transition calls between devices)
- Portfolio of bell schedulers, door phones, and paging devices

"We selected ENA's UCaaS solution because it is a hosted system. The fact that we didn't have to buy servers, extra switches and other equipment to run our phone system was a big draw for us. I also knew we could count on ENA's customer support in case we ever had issues. We've used other ENA products in the past, and I know the type of support ENA provides. All of those factors combined made the switch to ENA a no-brainer for us."

Mark Howell, Manchester City Schools, Tennessee

The Power of
Video Collaboration

High-quality, multi-person online meeting and web conferencing made simple.

SAVINGS

Easily and cost-effectively enable distance learning, professional development, and face-to-face meetings through high-quality web conferencing and video collaboration.

SIMPLICITY

Our powerful work-from-anywhere application is accessible via any computer, tablet, or smartphone that has a connection to the Internet.

SECURITY

ENA's infrastructure resides on dedicated servers, which are housed in SSAE 16 SOC2 compliant datacenters. Our UCaaS solution provides a robust set of security features that deliver an efficient and secure real-time HD meeting service, including:

- Firewall compatibility
- Scheduling privileges
- Virtual waiting rooms
- Unique URLs
- Password protected and locked meetings
- Host and client authenticated meetings
- Data and communication encryption

Five Ways to Use Our Mobile App

Virtual field trips and lectures

Cross-cultural class exchanges

Enable participation for students out of the classroom

On-line courses for K-12 and higher education

Facilitate professional learning communities among staff

DISCOVER MORE AT
www.ena.com/communication/

Comprehensive Customer Support

ENA delivers complete end-to-end solutions with comprehensive design, support, maintenance, and monitoring. Our proven approach capitalizes on the combined strength of our expertise, resources, and partners to offer speed, reliability, scalability, best-of-breed technologies, and continuous technology improvements to our customers. It's an approach that begins and ends with our strong commitment to delivering exceptional customer care.

Dedicated Project Management

ENA has a demonstrated track record of meeting and exceeding implementation schedules with our customers. Every implementation has a dedicated project manager who oversees the deployment from start to finish, ensuring your integration remains seamless, stress-free, and on schedule. Whether providing services to a few sites or several hundred, ENA has the personnel, processes, and procedures to deliver on our committed installation timeframes.

24x7x365 Live Customer Support

Our customer support team will move mountains to keep your services operating at peak performance. All calls to our Customer Technical Assistance Center (CTAC) are answered by a live person in the U.S. with the knowledge, experience, and capability to resolve your issue.

Information at Your Fingertips

ENA has a robust library of always-available online support resources and service enhancement applications in the ENA Help Center and within ENA's user portal.
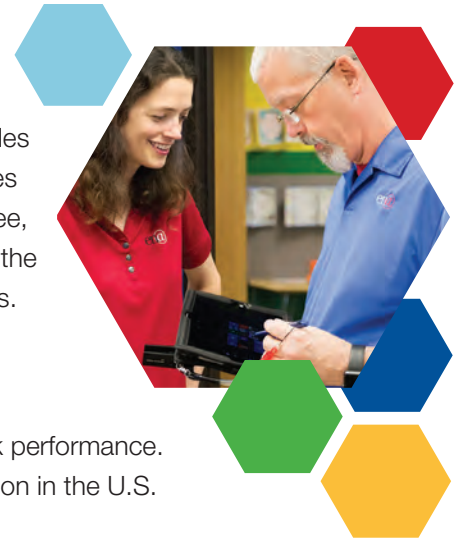
ENA's Help Center

Access online self-support with ENA's Help Center. It contains a wealth of help documentation, including manuals and tutorials for ENA's services and support applications.

myENA

Monitor your network and more with ENA's online service and support applications.

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