



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/

Managed VoIP and UCaaS Solutions for Today's Healthcare Organizations

ENA SmartVoice 
Voice Over Internet Protocol (VoIP)

ENA SmartLink 
IP trunking services

ENA SmartConference 
Audio conferencing

ENA SmartUC 
Unified Communications

ENA Toll-Free 

ENA SmartFax 

ALGO Enhancement devices

SAVINGS

Our highly-scalable VoIP and UC solutions are offered at a flat monthly rate that deliver savings and a lower total cost of ownership over many on-premises systems.

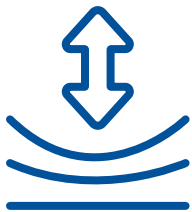
SIMPLICITY

Easy to implement and highly-scalable, ENA SmartVoice and ENA SmartUC offer a tremendous amount of flexibility. Our customized package options as well as transparent and concise billing ensure you know exactly what services you are paying for.

FEATURES

Our comprehensive suite of solutions provide a range of productivity enhancing features and devices, including:

- Integrated cloud voice, video, and messaging all in one platform
- Auto attendant and call scheduling
- Visual voicemail and transcription
- Hunt/rollover groups
- Call jump (transition call from desk phone to smartphone)
- Hosted call recording
- Robust portfolio of intercoms, speakers, door phones, and paging devices



4x more resilient
than a single PBX



99.999% uptime
Since 2011



The Power of Video Collaboration



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

SAVINGS

ENA SmartUC Meet easily and cost-effectively enables telehealth visits, care coordination, continuing education, ongoing training, and face-to-face meetings through high-quality web conferencing and video collaboration.

SIMPLICITY

Our user-friendly solution seamlessly integrates with ENA SmartVoice for easy deployment, operations, and management. 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. Additionally, ENA SmartUC Meet enables HIPAA (signed BAA) and PIPEDA/PHIPA compliance with 256-bit AES encryption. ENA SmartUC Meet provides a robust set of security features that deliver an efficient and secure real-time HD meeting service, including:

- Firewall compatibility
- Unique URLs
- Data and communication encryption
- Only transmits encrypted information (never PHI)
- Password protected meetings
- Host and client authenticated meetings
- Multiple member HIPAA-compliant setting

Video Collaboration Powered by zoom

Need large-scale video conferencing?

For larger scale video conferencing events including webinars and conferences, ENA recommends Video Collaboration by Zoom, a powerful web conferencing solution from one of our trusted marketplace partners.

Five Exciting Ways to Use ENA SmartUC Meet



Expand telehealth consultations and treatment



Facilitate health education for staff and patients



Provide virtual behavioral and mental health programs and counseling



Enable real-time coordination and assessments for disaster response



Increase care collaboration with physicians, patients, and specialists

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 the myENA user portal.

ENA Help Center

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

myENA

Monitor your network and more with myENA's online service and support applications. Visit the myENA page and log into your user-friendly ENA solutions portal.



ENA delivers transformative technology solutions supported by exceptional customer care. Since 1996, we have worked with our customers to design and engineer high-capacity and future-ready connectivity, communication, cloud, security, and data analytics solutions. For more information, please visit www.ena.com, call 866-615-1101, or e-mail info@ena.com.

88 Net Promoter Score (NPS): Considered world-class, ENA's 88 NPS is based on customer satisfaction survey responses and is scored on a scale of -100 to 100.

