



# 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/](http://www.ena.com/communication/)

# Cloud VoIP, UCaaS, and Contact Center Solutions for Healthcare

**ENA SmartVoice**   
Voice over Internet Protocol (VoIP)

**Contact Center Solutions**  
Cloud Contact Center

**ENA SmartConference**   
Audio Conferencing

**ENA Toll-Free** 

**ENA SmartUC**   
Unified Communications

**ENA SmartLink**   
IP Trunking Services

**ENA SmartFax** 

**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 VoIP and UC 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.

 **4x more resilient**  
than a single PBX

 **99.999% uptime**  
Since 2011

## FEATURE RICH

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

- Voice, call routing, messaging, and video conferencing
- Integrated mobile and desktop apps
- Auto attendant and hunt groups
- Visual voicemail and transcription
- Call jump (transition calls between devices)
- Hosted call recording
- Portfolio of intercoms, speakers, door phones, and paging devices
- Add-on call center and contact center packages available



# The Power of Video Collaboration



## ENA SmartUC Meet

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)
- Scheduling privileges
- Virtual waiting rooms
- Password protected and locked meetings
- Host and client authenticated meetings
- Multiple member HIPAA-compliant setting

## 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/](http://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.



## About ENA by Zayo

ENA delivers transformative connectivity, communication, cloud, cybersecurity, and technology services. Our 99% customer satisfaction rating and world-class net promoter score (NPS) demonstrate our commitment to delivering exceptional customer care. For more information, please visit [www.ena.com](http://www.ena.com), call 866-615-1101, or email [info@ena.com](mailto:info@ena.com).

