

Company Overview

Cloud Communications as a Service (CaaS) solutions that provide the foundation for exceptional customer engagement.

The Business Challenge

Companies are quickly finding themselves juggling a myriad of customer contact channels. Customers expect an excellent experience regardless of their method of contact. However, integrating every channel into a single unified toolset that enables companies to deliver a great customer experience and provides real visibility throughout the organization is a challenge. Those problems are especially acute for large companies that operate with strict security and compliance guidelines.

- **Comprehensive: Multichannel cloud contact center, PBX, IVR, and Business Intelligence Solutions**
- **Experienced: 150,000 active users and 600M interactions monthly, supporting government agencies, Tier1 Telcos and enterprise customers**
- **Carrier-grade: Fault tolerant platform delivers a minimum of 99.999% reliability**
- **Secure: Data encryption and data separation layers support the most demanding post-Snowden requirements**
- **Open: Open architecture and a single REST API enable tight integration with virtually any application**

Platform28 delivers solutions for organizations with 100 users to tens of thousands of users. For more than twelve years Platform28 has worked with more than 500 businesses, 120 government agencies and multiple Tier1 US carriers, supporting customers with the most demanding requirements. Public cloud solutions are delivered from a geo-diverse, fault tolerant network. Private cloud solutions can be embedded within the Platform28 network or on the customer premise. And hybrid solutions leverage a private deployment with public cloud backup. These options enable companies of any size to improve customer engagement, maintain absolute security, and more effectively balance IT budgets with the natural ebb and flow of their business.

Platform28 – Key Differentiators

- Comprehensive solution with Contact Center, PBX, IVR, unified messaging and network call routing, all delivered from a single platform
- Powerful, easy to use Business Intelligence that provides visibility into the entire platform, from one interface
- True open architecture delivers easy integration with existing systems
- Absolute security offers robust failover capabilities
- Experience in handling the largest cloud deployments, delivering carrier-grade availability to any business legacy systems. Platform28 security standards use data encryption and data separation layers to meet the most stringent post-Snowden standards. Delivery options include public cloud, private cloud, and hybrid models. Platform28 supports customers with the most demanding scalability requirements, with current implementations for customers with 50,000+ active users.

Scalability Up. Or Down.

Platform28 uses a pay-as-you-go subscription licensing model that enables customers to manage IT spend in ways that conform to their business. Customers can easily scale, add or remove services, and only be charged for what they use.

Self-Service Business Intelligence.

Platform28 features a complete business intelligence and analytics solution that delivers real-time information on activities throughout the enterprise. Dashboards that feature maps, reports, and a Performance Index (customized by user or role) allow any business stakeholder to see real-time and historical information most relevant to them.

Cloud, Premise or Hybrid. A Single, Resilient Solution.

Platform28 solutions are delivered in the way that most effectively meets our customers' unique security, feature and budgeting requirements. Customers leverage our cloud via geographically distributed data centers, connecting to the same fault tolerant equipment leveraged by Platform28's Tier1 Telco carrier customers. The solution can be implemented as a private node within our data centers, or at the customer premise to meet security or compliance requirements. A hybrid model leveraging both public cloud and private node can be implemented to conform to security and disaster recovery needs.

Integration Via Open API.

Platform28 publishes a single API using a REST web service that enables our customers to easily integrate CRM systems and other enterprise applications, as well as manage all aspects of the platform directly within their own systems. Our customers can build intelligent communications applications that are directly connected to the PSTN, leveraging Platform28 features.

About Platform28

Platform28 offers an easily customizable Communications-as-a-Service (CaaS) solution to contact centers that need a comprehensive, highly scalable communications platform. Platform28 serves enterprises, Tier1 carriers and government agencies with a platform that supports 150,000 active users and 600,000,000 interactions monthly. Platform28 delivers powerful business intelligence, true open architecture, absolute security and real scalability.

Interested to find out more? Contact us at info@platform28.com or find us at www.platform28.com