

The Communications Partner That Can Transform Your Business

“Broadcore’s comprehensive service offering is very valuable to our organization. We no longer manage several different providers to get reliable service. We don’t worry about maintenance, upgrades, or obsolescence. We pay less, have fewer headaches, use advanced features, and get friendly support.”

Information Technology Specialist
The Hope Foundation



Broadcore is a national provider of business-class Hosted Unified Communications (UC) services. We deliver customized suites of scalable and fully-integrated systems for voice (VoIP), data, video, and mobility communications. Our innovative products and industry-leading customer service enable solutions that work across your enterprise and at multiple geographic locations.

With over 20 years of telephony experience and deployments to over 120,000 users in over 20 countries, we are the ideal communications partner for businesses in a wide range of industries, including healthcare, education, legal, government, technology, and many others.

From your sales representatives to your receptionists, from your telecommuters to your senior executives, we can create powerful communications solutions that accommodate your budgets and help you achieve your business goals.

Increase Your Productivity through One Integrated Service

Businesses of all sizes and types suffer costly inefficiencies due to poorly integrated communications systems. From waiting to receive information from colleagues to searching through multiple voicemails, employees can waste several hours per week due to disjointed communications systems and inadequate business processes. Ultimately, these inefficiencies can deteriorate a company's operations and profits.

With Broadcore, you can turn these inefficiencies into areas of high productivity. Our Hosted Unified Communications services integrate your various communications channels and streamline the management of your information flow. Consequently, your employees can move seamlessly between their laptops, home phones, mobile phones, and other devices without any disruptions.



“We set the challenge to have Broadcore link our New York, Los Angeles and Alhambra locations. They accomplished this and then some... Broadcore’s technology allows us to seamlessly transfer calls amongst all locations without the caller ever knowing. Broadcore’s Service and Technology are all that they marketed and more.”

*Chief Operating Officer
Trina Turk*

Elements of our Hosted Unified Communications platform include:

- Telephony
- Unified Messaging
- Instant Messaging (IM)
- Presence
- Mobility
- Video Calling
- Conferencing

With Broadcore’s Hosted Unified Communications, you can unify disparate communications elements and minimize your communications delays.

From making instant messages and voicemails accessible anywhere, to letting users easily change settings via a web browser, you can access resources across multiple devices with a consistent interface and experience. Through its multiple innovative product suites, Broadcore delivers the solutions that help your employees work faster, better, and smarter.

Lower Total Cost of Ownership | Greater Reliability | Easier Management

Broadcore offers one of the best and most innovative Hosted Unified Communications solutions in the industry, and this ultimately delivers improved Total Cost of Ownership (TCO) to your business. Unlike premises-based solutions, our hosted solutions require no hardware to install, no software to buy and configure, and no expensive training for additional in-house technical support staff. Moreover, we enable you to consolidate and outsource your communications strategies for one predictable monthly fee.

As we reduce your TCO, you eliminate the hassle of coordinating multiple vendors, minimize cap-ex investments, increase operational efficiencies, and improve your bottom line.



Lower Technology Costs

- No hardware/software purchases.
- Free maintenance and upgrades.
- No obsolescence.
- Minimal capital expenditures.
- Simple pay-as-you-go model.
- Significant energy savings.
- Up to 45% Call Center cost reduction.

Decreased Business Costs

- Simple, predictable cost structure.
- No local or long distance phone charges.
- Enhanced productivity, mobility, and efficiency.
- Save internal IT resources for strategic projects.

Improved Reliability

- Extensive experience via thousands of successful deployments.
- Automatic upgrades without business interruptions.
- World-class security and geographic redundancy.
- Exceptional fault tolerant design.
- Load balanced infrastructure.
- Single vendor accountability.

“Broadcore helped us transition away from disparate premises-based systems on three campuses to an all-in-one Hosted Communications solution on schedule and without interruption to our operations... Broadcore’s representatives are absolutely the best. They are just simply a delight to work with.”

Director of Information Technology
Casa Loma College

Unparalleled Experience and Customized Solutions

Broadcore has the expertise to handle any Unified Communications project. We bring over 20 years of telephony experience – in addition to the knowledge gained from thousands of deployments – to each client. As a result, we can anticipate challenges, orchestrate accurate scheduling, prepare sites correctly, and ensure that every aspect of your communications strategy is a success.

Moreover, we develop custom integrations that combine our unified platform with your business software suites, web applications, and popular CRM applications such as Salesforce.com and ACT!. Consequently, you get powerful, tailored solutions that increase employee productivity and accelerate business processes.

“We love Broadcore’s quick response. After many years of being subjected to the Phone Company’s approach to customer support, I can’t get used to receiving immediate, personal support from a communications company. Broadcore is the best...”

President
Synapse Medical, Inc.



We Go the Extra Mile for You

Beyond reducing your Total Cost of Ownership and enhancing your employee efficiency, we want you to be absolutely confident in our service and availability. With our world-class service, you don’t have to worry about your communications systems – we have it covered. Now you can focus on growing your business instead.

Elements of our unparalleled customer service include:

- Lifetime customer support.
- In-house support organization – never outsourced.
- Lifetime customer training.
- Lifetime equipment warranty.
- Onsite professional services.
- Tested workflow processes and project plans.
- Standardized configurations and detailed designs.
- Accurate scheduling and resource management.

A Complete Suite of Advanced Business Communications Services

“Broadcore’s services enable us to provide essential services and advice to the community in times of emergencies. We are even able to setup emergency operations with communications services in another location on demand. Mobility, redundancy and business continuity is what we get with Broadcore....”

Executive Director,
American Red Cross of Santa Monica



Broadcore provides a robust and comprehensive suite of Unified Communications products and services.

- IP Telephony – Business grade, feature rich, HD voice, cloud-based.
- Messaging – Visual voicemail, fax to email, one inbox for voice/email/fax.
- Instant Messaging – IM integration with office telephones.
- Presence – Real-time status of team members for immediate access, minimized communications delays, and enhanced productivity.
- Conferencing – Conference Bridge for prescheduled conference calls or instant ad hoc conferencing.
- Mobility – Seamless, consistent communication across disparate devices regardless of location.
- Video Calling – Video calls with exceptional clarity and reliability.
- Call Center – Distributed contact center workforce with real-time web-based queue management.
- Call Recording – Fully integrated and unlimited architecture with secure web-based storage and playback.
- Call Accounting – On demand call statistics and management with custom reports.
- SIP Trunking – Robust migration path as a hybrid solution with existing systems.
- Broadband Access – Voice optimized designs that guarantee availability and quality.
- Custom Integration – Communications integrated with business process applications.

Contact us and learn how our communications platform can increase your productivity and reduce your costs with no interruptions to your business processes.