

# FIT FOR PARTNERS

## WHY INTERMEDIA?

Intermedia is a partner first organization that delivers a unified communications solution that is easy-to-use and can be managed, supported, and billed by you. With Intermedia by your side, you own your client relationships while growing your company's business valuation with top-line margins. We provide a thorough onboarding experience, free certification training, free J.D. Power-certified 24/7 technical support, competitive pricing, management of the telco taxes, top notch products, and 99.999% uptime SLAs.

## WHY INTERMEDIA IS THE PERFECT FIT

99.999%  
financially-  
backed SLA

No contracts  
(Month to  
Month)

Free partner  
certification  
& demo

J.D. Power-  
certified 24/7  
support

HIPAA & PCI  
enabled – BAA  
is available

No Hidden  
Fees!



## INTERMEDIA UNITE®

A fully integrated communications and collaboration platform that enables rich employee productivity.

- Stay connected from anywhere with 90+ calling features including HD voice and unlimited domestic calling (Canada, US and PR)
- Choice of communication channels through an integrated, single application for voice, video, chat, files and email
- Flexibility to call, message, meet and access files from anywhere with mobile and desktop apps
- Efficient, personalized communication with SSO, MS Teams, and CRM integrations

## INTERMEDIA CONTACT CENTER

With Intermedia Contact Center, you can differentiate from the competition where it matters most – the customer experience.

- Customizable call flows and QA features
- Voice, chat, and email queues combine into a single omni-channel experience
- Real-time customer insights speed agent-customer interactions
- Dynamic notifications
- Deep historical reporting

### INTERMEDIA UNITE - BUSINESS COMMUNICATIONS CLOUD IS:

#### EASY TO BUY

You get a dedicated rep and access to our Partner Portal for quotes and online ordering.

#### EASY TO DEPLOY

Plug-and-play phones, easy setup and configuration, and simple app downloads for all your user devices.

#### EASY TO MANAGE

Manage all your Intermedia services from HostPilot – our powerful control panel.

#### EASY TO SELL

Our Partner Concierge team is dedicated to help you succeed. Our online tools will calculate telco taxes for you.

#### EASY TO SUPPORT

Training tools, educational videos, help from our sales engineering team, and our partner analytics dashboards are all included.

## IS THERE A CONTACT CENTER HIDING IN YOUR CUSTOMERS BUSINESS? ASK THESE 5 QUESTIONS:

- 1 Do they reach out to people to generate business?
- 2 Do they have multiple departments that interact with customers?
- 3 Do people contact their business to resolve issues?
- 4 Are callers often transferred more than once?
- 5 Do they often have more customer interactions than staff to handle them?

## SELL THE WAY YOU WANT!

With Intermedia, you choose from two robust partner models based on what's right for you and your customers on a case-by-case basis.

	CUSTOMER OWNERSHIP RESELLER (CORE)		ADVISOR
	Private Label	Co-Brand	
Customer Relationship	You Own The Relationship		We Both Own The Relationship
Closing The Deal	You Close The Deal		Close the deal with behind-the-scenes sales assistance
How You Make Money	You Set The Price & Control Your Own Margins		We Pay You Commissions
Customer Support	You Provide Level 1 Technical Support & We Support You		We Provide Technical Support
Product Brand	Private Label	Intermedia Unite	Intermedia
How You Go Brand	Your Brand	Co-Brand	Intermedia Brand

## MARKETING RESOURCES

Intermedia® provides programs and marketing materials to help you educate your customers, grow your brand, and close more deals.

- Campaigns-in-a-box
- Webinar-in-a-box
- Product Brochures
- MDF Funds and Spiff Opportunities
- Marketing Support
- Promotions and Incentives

Download the materials at All Access portal:  
<http://intermediaallaccess.com/>

## OTHER SERVICES

### EXCHANGE EMAIL & MORE

Secure, reliable Exchange Email with additional options to meet the unique needs of your customers, whether that's compliance with HIPAA, FINRA, GDPR or other regulations or boosting employee productivity with better tools.

### INTERMEDIA EMAIL PROTECTION

Protect Exchange and Microsoft 365 with comprehensive, multi-layered protection against malware, targeted attacks, and unknown email threats. Now with AI Guardian for the highest level of AI-assisted protection in a single easy-to-use service.

**MICROSOFT 365® & OFFICE 365® APPS** Easy-to-provision Microsoft plans for the latest versions of productivity apps (Word®, Excel®, PowerPoint®, Outlook® and more) with desktop and online options.

### SECURISYNC® FILE STORAGE & BACKUP

Enterprise-grade file storage and sharing combined with real-time backup and advanced anti-malware scanning.

### EMAIL ARCHIVING

Securely archives Exchange and Microsoft 365 email with the preservation, search, and easy restore features that your customers need to protect their business.

### ENCRYPTED EMAIL

An easy way to protect sensitive outgoing Exchange and Microsoft 365 emails and files, with predefined and editable policies for healthcare, finance and legal customers.

### Backup for Microsoft 365

Protect your Microsoft 365 customers with regular backups of Exchange, OneDrive, Microsoft Teams, SharePoint, and Office 365 Groups. Simple, secure and comprehensive.

**ALL BACKED BY A 99.999% UPTIME  
 SLA & J.D. POWER-CERTIFIED  
 24/7 SUPPORT**



Intermedia has been recognized by J.D. Power for providing "An Outstanding Customer Service Experience" for its Assisted Technical Support. J.D. Power 2021 Certified Assisted Technical Program, developed in conjunction with TSIA. Based on successful completion of an audit and exceeding a customer satisfaction benchmark for assisted support operations. For more information, visit [www.jdpower.com](http://www.jdpower.com) or [www.tsia.com](http://www.tsia.com).

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