

### Cloud Considerations for any business

#### Readiness Assessment

Know the needs of your business and best solutions.

#### Migrations

Understand costs, strategy, and roadmap for success.

#### Day 2 Management

Ensure your implementation continues to run smoothly.

#### Optimization & Automation

Monitor rates, utilization, and opportunities for improvement.

#### Contact Center

Take advantage of the Cloud for great customer experiences.

#### Unified Communications

Stay connected to employees, partners, and customers from anywhere.

### A Different Approach to the Cloud

It seems you can't turn on the news today without hearing about the power of the Cloud. As beneficial as the Cloud can be, navigating the myriad of solutions and selecting the best platform for your business, applications, and workloads can be confusing and time-consuming. Making the wrong decisions can be costly.

That's where ShoreGroup comes in. **We provide a consultative, application-centric approach to tackling the intricacies of the Cloud—whether it's private, hybrid or public.** With our team of industry-recognized engineers, professional services personnel, and operations managers, we help your business succeed. From our initial consultation through design, migration, implementation, operations, and cloud optimization, we're there guiding you every step of the way.

### Cloud Readiness Assessment

Using an industry-leading toolset, we can identify application dependencies, resource utilization, and network impact by each unique application. At ShoreGroup, we know that no two businesses are alike and we consider this component of our cloud offerings one of the most important pieces for ensuring that a solution is right-sized for your business.

During our assessment, we'll also perform a cost analysis, migration strategy, and a cloud roadmap for your future successes. Once we understand your network application, workloads, and your business' objectives we'll migrate your business or create a proof-of-concept to ensure the best cloud environment.

## Managed Migrations

Migrations to new platforms and applications can be challenging and getting it done without interruption to the normal flow of business is a challenge. To accomplish this, we use some of the best, industry-leading migration tools. Additionally, we may even develop proof-of-concept environments among cloud providers, just to make sure that your application, OS, and data can migrate with ease. Our unique approach and partnerships help you mitigate risk and easily move to a next-generation cloud platform including AWS, Azure, and Google.

Migrations come in all types and sizes from fully managed to lift-and-shift to lift-and-evolve.

**ShoreGroup's team is unmatched in its ability to help with your cloud migration and has experience working with some of the most prominent companies across industries** including financial services, healthcare, and media and entertainment.

## Day 2 Managed Services

At ShoreGroup, we don't simply implement and handoff. Once you're up and running with your new solution, we provide customer-focused Day 2 managed support, and ITILv3 managed services solutions. We can even manage your hybrid environments and serve as an extension of your cloud solution providers. With every implementation, we'll be sure to benchmark efficiencies, so that we can monitor your system and be sure to proactively recommend changes and upgrades, whether on-premise or in the public cloud.

Our U.S.-based managed services team is an excellent complement to your IT team and can help in balancing the workload for repetitive and on-going tasks. We offer proactive, 24x7, remote monitoring and management of your business environment in any on-premise, hybrid, or cloud environment. Best of all, with our managed services, you have a single point of contact from alarm to resolution, that results in problems being solved, typically 30% faster than by in-house troubleshooting. With management like that, you can stay focused on your core, strategic business activities and leave the day-to-day cloud optimization to us.

## Optimization & Automation

With your business in the Cloud, you'll want to be sure that you're maximizing value. Rates, utilization, and right-sizing of resources are all things that require continual monitoring and refinement. **ShoreGroup can help by making sure that your business is optimized and managed across clouds.** We'll even ensure that vetted policies are automated, minimizing the opportunities for error or lack of continuity. In fact, most implementations realize between 15% and 45% automation of activities and cost reductions of at least 15%.

A cloud implementation done right requires continual optimization and continual service improvement. Our nearly two decades of industry experience will ensure that you'll get just that. And, as your network needs evolve, we can help you leverage your cloud investments for maximum gain.

## Stay Connected with the Cloud

### Contact Center

ShoreGroup is not just another contact center services provider. We have an unmatched track record across hundreds of contact center customers, including some of the largest networked contact center environments in the world. Moving your contact center to the Cloud has the benefit of alleviating the pressure of capital spending by moving that spend to a predictable operational expense budget. If your business is facing a major upgrade or an end-of-life event with your current system, now is the perfect time to move to the Cloud. Cloud services deploy rapidly to meet the needs of expanding businesses or those experiencing seasonal spikes in activities.

#### **Regardless of your business size, ShoreGroup has a Contact Center solution to meet your needs.**

If your customer care program is comprised of a small highly distributed set of agents or large formal contact center that requires advanced campaign management and omnichannel integration, we have a solution that's right-sized for your business.

### Unified Communications

You've invested a lot in your technology, and you don't want to rip and replace your phones and network gear. Sidestep expensive upgrades with ShoreGroup Unified Communications (UC) solutions. Cloud-based UC helps your organization get out in front of changing markets and new demands. It also enables you to scale up or down

when your business needs to evolve. It frees up your IT teams to focus on things that matter most, like growing your business and serving your customers better, instead of managing network devices.

ShoreGroup can design, manage and host your unified communications solution including VoIP, messaging, IM and presence, as well as desktop and mobile solutions—providing instant access to a consistent user experience across your entire organization.



### Making the Business Case

Justifying technology for an organization is not easy. With input from various stakeholders, implementing a new application takes careful planning. So, it's no surprise that collaboration tools, with their promise of improving an organization's ability, to react and adapt to industry threats and opportunities have taken so long to be fully integrated into modern practice. ShoreGroup recognizes this and will work with you to make sure that your Cloud Collaboration plan is right for your business.