

# Elevate provides Unified Communications for Healthcare



Elevate delivers essential voice services that comply with HIPAA requirements and provide high reliability and security, while helping to reduce telecom costs. Our voice solutions help to improve your responsiveness to patient calls, and staff productivity with a rich feature set that is easy to provision and manage.



Security controls that comply with HIPAA and HITECH Regulations



Reliability and support with a 99.999% uptime guarantee



Admin tools to streamline IT management and security



Significant savings compared to on-premises PBX

Healthcare organizations are under intense pressure to reduce infrastructure costs without compromising security or reliability. They need to provide state-of-the-art communications tools for staff and patients that maximize responsiveness and productivity. Elevate is a proprietary Unified Communications service which includes Voice, Video Conferencing, Conference calling, Instant Messaging, Screen Sharing, File Sharing, Faxing, and more, to answer these needs.

Elevate is a complete business Unified Communications system and service. With over 90 features, Elevate delivers enterprise-grade capabilities for small and medium-sized organizations.



## HIPAA support and advanced security

### HIPAA support for covered entities:

- HIPAA-required Business Associate Agreement with Covered Entities that covers all services provided with Elevate, including phone, voicemail, fax, screenshare, videoconferencing, secure file share and backup

### Security and privacy controls and monitoring

that comply with HIPAA requirements:

- Policies, procedures, technologies and services (HIPAA AUP) have been audited by an independent party for compliance with HIPAA's privacy and security requirements.
- 24x7x365 security with full-time security staff and systems for log and event monitoring, incident response, managing intrusion prevention systems (both host and network), perimeter defense, service and architecture testing.

## Enterprise-grade reliability

### Reliability and support you can count on:

- With Elevate's 99.999% uptime guarantee, you can access your cloud services when needed, staying connected and productive.
- Elevate is hosted in top-tier datacenters with high-availability hardware and network components as well as multiple tier 1 Internet providers.
- Receive 24/7 phone and chat support any time you need expert help.

### Business continuity to protect you from the unexpected:

- Cloud service reliability is independent of local conditions and business disruptions.
- Incoming calls are answered by auto-attendant and routed to voicemail even if local network and power are out.
- Calls can be routed to mobile phones to prevent service interruption during a power outage.
- Messages can be retrieved and responded to using the Elevate Mobile App.



## Improve responsiveness and staff productivity



### **Find Me/Follow Me**

Rings an office phone and a mobile phone at the same time, helping to ensure that urgent calls are never missed.



### **Elevate Desktop App**

Allows receptionists to see who is on the phone at any given time and then transfer callers to available staff. It also allows staff to see information about incoming callers.



### **Elevate Mobile App**

Allows users to place calls from their mobile phones as if they were in the office.



### **Automated Attendant**

Answers calls and directs callers to the right person or department just like large enterprise phone solutions. Includes dial-by-name and dial-by-extension directories as well as the ability to direct calls to specific groups.



### **Business-class features**

Integrated voicemail, toll-free numbers, customized hold music, and location independent operation.

## Reduce cost and administration



### **Cost-saving features**

Includes unlimited long distance, free 24/7 support, and free phones for every line of service purchased, which can reduce telecom spend by over 50%.



### **Easy web-based administration**

Enables management of all aspects of the phone system from a web-based portal. Firms can view current and past invoices, make changes to phones, create voicemail groups, upload hold music, create paging groups, view call history and much more.

