



# INTRODUCING BLUEFACE

Better Business Communications



# About Blueface

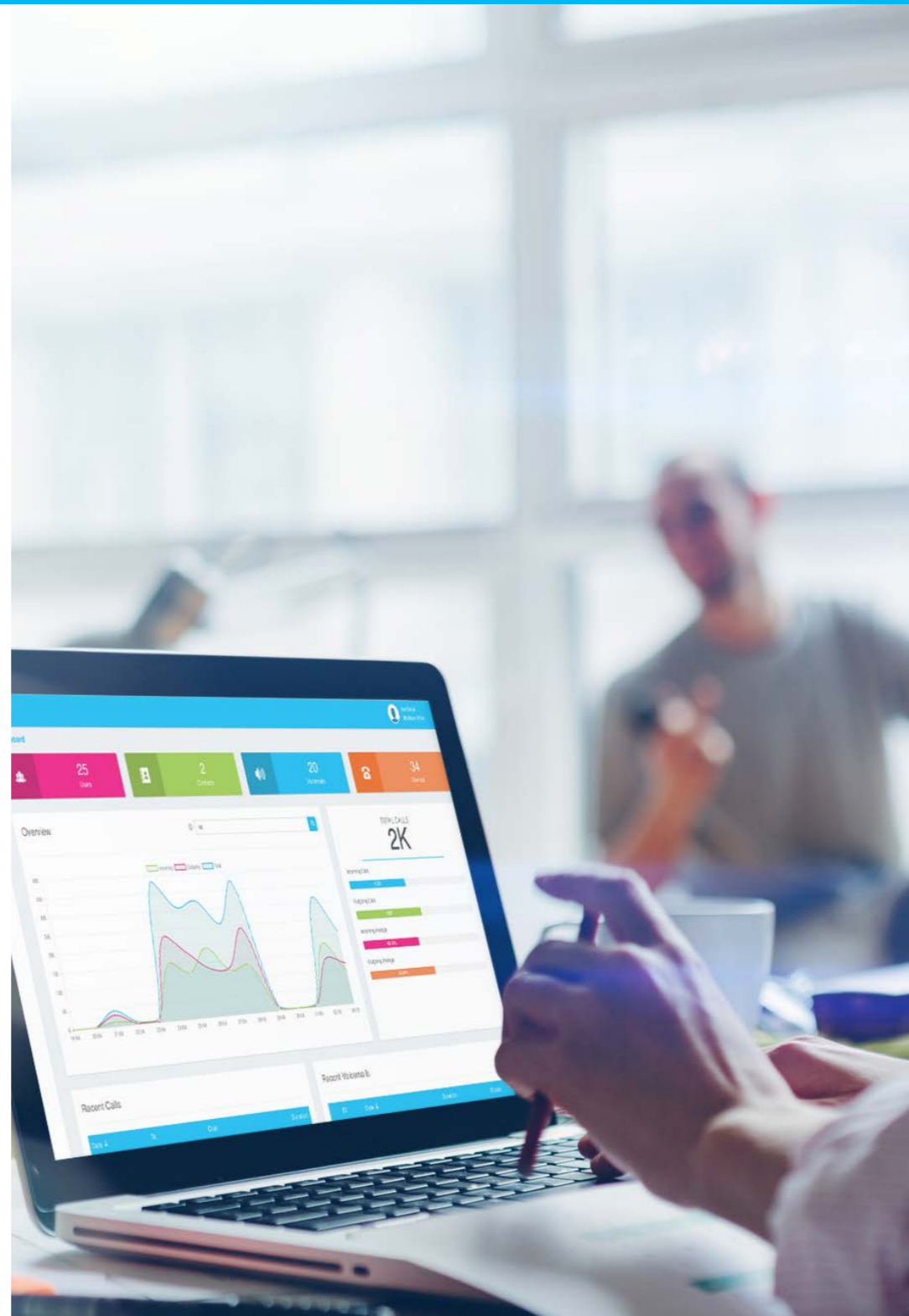
## Unified Communications

Blueface delivers powerful communication solutions to businesses of all sizes, from SMEs to Enterprises.



Founded in 2004, Blueface has set out to disrupt traditional telecom providers by offering best-in-class Unified Communications.

Our combination of reliable and innovative, competitively priced products and services, ensures we serve our loyal customers with the quality, reliability and value they deserve.



# Better Business Telephony

## Powered by Cloud Technology

Transform how your business communicates with unrivalled control of your communications - online and in real time.



### Flexibility

Connect multiple office locations and remote workers. Gain business mobility, effortlessly.



### Scalability

We provide the infrastructure needed for rapid growth. Customise your numbers, users, permissions and devices to match your business needs.



### Auto-Maintenance

Free upgrades and maintenance are automatically pushed through the cloud. Wave goodbye to on-site servers and expensive call outs.

# Next Generation Platform

## Cutting-edge Cloud Technology

Blueface's carrier-grade cloud-voice platform is recognised as cutting edge and global best in class. We understand that every business needs reliable, feature-rich, flexible UC solutions to maintain their competitive advantage.

State-of-the-art cloud service built from over **100,000 hours of R&D**. Take unrivalled control of your communications; online, in real time.



**Dedicated Data Centres**



**Hosted PBX**



**Rich Carrier Interconnectivity**



**Leading Hardware Partners**



**Reliable & Diverse IP Access Links**



# Next Generation Infrastructure

## Foundations for Better Business Communications



### End to End Solution

Blueface are uniquely end-to-end, from call carrying to phone configuration. We do not rely on third parties to provide any aspect of our award-winning service which means better reliability for you.



### Dedicated Data Centres

We have invested heavily in multiple global data centres to ensure customers receive the highest quality service and failsafe disaster recovery.



### Tier-1 Carriers

Through partnerships with top-tier global carriers, you can be sure your calls connect reliably and in high quality every time.

# Critical Communications Capabilities

## Expansive Features for Every Business

Blueface's robust UCaaS (Unified Communications as a Service) platform provides a broad range of features and services to match your communications needs.

 Call Conferencing Solutions

 Call Diverting from Landline to Mobile

 Remote Worker Capability


 Music on Hold

 Call Protection

 Digital HD Voice Calls


 Fax to Email 'Virtual Fax'

 Device Management

 Port your Existing Numbers

 Extension Dialling

 Call Reporting

 Disaster Recovery Options

 Company Directory


 Ring Groups

 Local & International Numbers

 Emergency Services

 Call Pickup


 International Dial Plans

 Call Parking

 Call Recording

 Call Encryption

 Call Routing Management

 Busy Lamp Field

 Multi Site Deployment


 Time of Day Routing

 Call Barring

 Voicemail to Email

 API

 Online Real Time Billing

 Call Paging

# Blueface UC Portal

## Smart Communications Management

Control your communications from an online portal including real-time call reporting, recording and call conferencing.

**Easily configure** your phone system with drag and drop options

**Powerful administrative control** of your Blueface account

**Add, remove and edit users**, their numbers, and their devices in real time

# Blueface Softphone App

## Unified Communications in Your Pocket

The Blueface Softphone app is the fastest, easiest way to mobilise your business. It's a virtual landline phone for your mobile device, giving you pocket access to professional grade communications features.



### Features

- ✓ Call Recording, Switching and Transferring (Attended & Unattended).
- ✓ Merge & Split Calls with Three-Way Conferencing Support.
- ✓ Empower your remote and "own device" staff with virtual phone software.
- ✓ Make & receive calls from your business landline number using your mobile device.

Available on all **Android** and **iOS** devices.



# Seamless Unified Communications

Integrate your business landline with mobile devices via the **Blueface Softphone App** to increase productivity, efficiency and overall visibility across your workforce.



## Call Conferencing

Free call conferencing with international dial-in numbers on landline and Softphone App.



## One Extension Dialing

Dial one extension number from any device to reach your colleagues.



## Remote Empowerment

Seamlessly set up users in new offices anywhere in the world and keep remote workers connected. Customers can also localise global operations with international dialling.



## Follow Me

Leaving the office? Stay connected to your landline with the Softphone App and share the same caller ID. Need to call someone? Dial one number and reach every device registered to them.

# Blueface Phones

## Preconfigured, Plug & Play Hardware

Blueface has partnered with leading hardware manufacturers to ensure you get the most out of our service. Your phone will be preconfigured and ready to go as soon as you unbox it, no setup required!



# Customer Care

## Unlimited Support for your Business

Blueface provide free, unlimited support in the form of a friendly and knowledgeable team, here to help with your business communications.

Our powerful administrative tools offer unrivalled control but we're always on hand to help with difficult problems.



### Phone

A call to our customer care team can quickly resolve most issues.



### Service Level Agreement

Upgrade to receive bespoke support from a dedicated account manager.



### Email

Get in touch via email with any queries or service issues.



### Complimentary Training

Maximise Blueface's Service & UC Platform with free training.



### Live Chat Messenger

Can't talk on the phone? Chat to a Blueface team member, 1-to-1 in real time.



### Onboarding

Our dedicated onboarding team ensure your account is configured to your specifications.

# Customer Success Stories

Trusted by more than **20,000 businesses** in over 55 countries worldwide.



*"As a business that is working around the clock, we need our phone system to be up and available, and that has always been the case with Blueface".*



**BRENDAN NOUD**  
Co Founder & CEO



*"The Blueface solution is a best in class end-to-end phone solution. Blueface have delivered significant cost savings for Dexia".*



**JOE COLLERY**  
Head of Operations

Hear more stories from Blueface customers at [www.blueface.com/testimonials](http://www.blueface.com/testimonials)



# Why Choose Blueface?

Summary of Service, Features and Benefits



## Costs

- No Line Rental
- No System Maintenance
- Excellent Call Rates



## Mobility

- Connect offices around the world
- Empowered Remote Working
- Softphone App for iOS & Android



## Management Control

- Centralised phone management
- Instant user deployment
- User permissions



## Reliability

- Resilient data centres with automatic failover
- Carrier grade reliability: better than Six-Nines uptime
- End to end provider

# Blueface Timeline

2004 - Now: The Story So Far



See the full story at [www.blueface.com/about-blueface](http://www.blueface.com/about-blueface)





Get in touch with us



#### **Ireland**

Blueface Ltd.  
10/11 Exchange Place,  
IFSC, Dublin 1  
**T:** +353 1 524 2000  
**F:** +353 1 443 0400

#### **Spain**

Blueface España.  
C) Hortaleza 108,  
28004 Madrid  
**T:** +34 91 198 54 43  
**F:** +34 91 198 54 41

#### **United Kingdom**

Blueface Ltd.  
78 York Street,  
London, W1H 1DP  
**T:** +44 330 808 4718  
**F:** +44 203 813 9668

#### **Italy**

Blueface Italia Srl.  
Via Marsala, 29 H/I,  
00185 Roma  
**T:** +39 (06) 622 77 630  
**F:** +39 (06) 233 28 388

#### **United States**

Blueface Inc.  
345 Park Avenue, 17th Floor  
New York, NY  
10154-0037  
**T:** +1 646 893 7446

For more information visit [www.blueface.com](http://www.blueface.com) or contact [sales@blueface.com](mailto:sales@blueface.com)