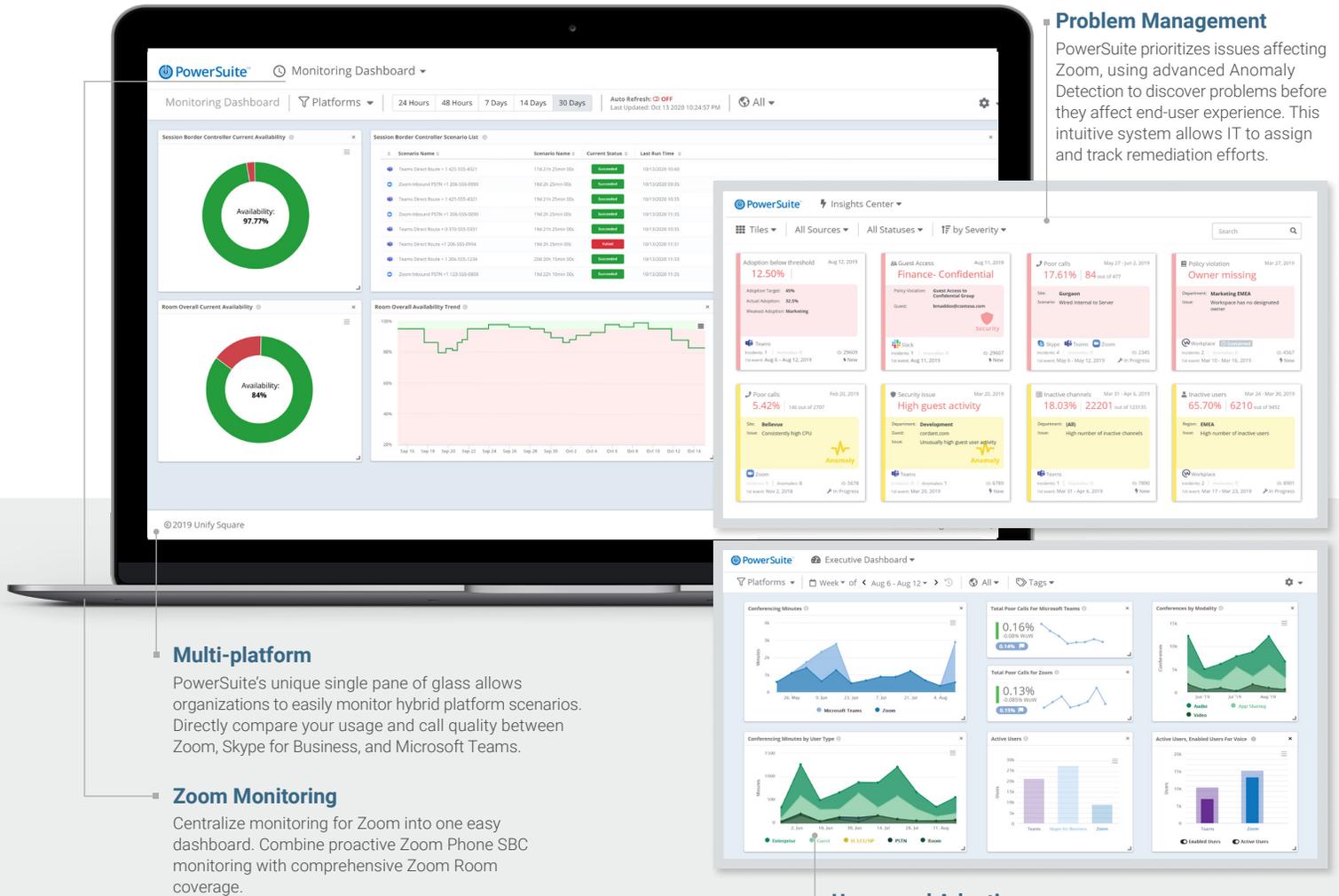


Zoom Software and Services

Solutions to Amplify Your Unified Communications Platform



Problem Management
PowerSuite prioritizes issues affecting Zoom, using advanced Anomaly Detection to discover problems before they affect end-user experience. This intuitive system allows IT to assign and track remediation efforts.

Multi-platform
PowerSuite's unique single pane of glass allows organizations to easily monitor hybrid platform scenarios. Directly compare your usage and call quality between Zoom, Skype for Business, and Microsoft Teams.

Zoom Monitoring
Centralize monitoring for Zoom into one easy dashboard. Combine proactive Zoom Phone SBC monitoring with comprehensive Zoom Room coverage.

Usage and Adoption
PowerSuite provides detailed analytics for Zoom. Track trends in usage over easily selectable time windows and determine the impact of adoption interventions.



End User Experience:

Unify Square's mission is to enable outstanding experiences for enterprise meetings, chats and calls and nowhere is that more apparent than with Zoom Rooms. Ensuring Zoom Rooms are up and running is a major pain point for enterprises at scale. Our unique cloud-centric software + services deliver immediate value starting at the user and working back into the cloud. Optimize utilization and adoption, boost the user experience, and increase productivity.

IT Optimization:

PowerSuite delivers improved visibility and actionable insights into Zoom environments—quickly transforming the troubleshooting experience and turning Zoom conferencing into a highly responsive business asset.

Operational Insights:

Delivering answers, and not just data, PowerSuite bridges the gap between monitoring and resolution. No matter the stage of your WSC (workstream collaboration) or UC migration, we allow IT to achieve a healthy and risk-free run state at scale.



PowerSuite™ Cloud Managed Services

Most IT departments lack experience managing Zoom, and many don't realize the level of care and attention necessary to make it work at scale. Correctly allocating the resources necessary to keep Zoom up and running on the first try is tricky. PowerSuite Cloud Managed Services removes the element of surprise, allowing for predictable expenses. We bring the expertise necessary to ensure great user experiences for desktop, mobile, and especially Zoom Rooms.

- 24x7x365 administration and maintenance of Zoom environments
- Zoom support for Tier 2 escalation, Tier 3 and Tier 4 technical support
- Proactive issue management using PowerSuite Software



Zoom Consulting Services

Unify Square's Consulting Services are designed to help enable outstanding experiences for enterprise meetings, chats, and calls. We can guide you and resolve issues at every point along the way, whether your running Zoom meetings or deploying Zoom Phone. Some of our services include:

- **Cloud Communications Transformation:** Soup to nuts planning and execution for migrations from legacy platforms to Zoom at scale.
- **Zoom Phone Jumpstart:** Accelerate your Zoom Phone deployment, and let us set up your pilot program so you can test and evaluate faster.
- **UC RightTrack:** Expert consultants assess your current environment and offer actionable guidance.



Why Zoom Software and Services

While joining a meeting in Zoom's intuitive interface is indeed easy, it's up to IT to ensure that the positive meeting experience translates when Zoom is installed across an enterprise. Many of the same issues seen with other videoconferencing platforms appear at scale.

- **Benchmark Zoom against other UC conferencing solutions and directly compare important metrics like call quality and active users.**
- **Zoom Room support remains a top pain point for Zoom customers.**
- **Bring predictability to Zoom-based expenses with PowerSuite Cloud Managed Services for Zoom.**

What's Special About the Unify Square Team?

- The only software provider to provide a single pane of glass story for Zoom, Microsoft Teams, and Skype for Business.
- The only Zoom partner offering to combine software, consulting and managed services.
- Unify Square UC expertise tackles the toughest Zoom challenges – Zoom Rooms, multi-platform scenarios and troubleshooting quality issues.
- Our 'enterprise first' focus zeros in on the unique and often overlooked issues related to UC and Zoom.



About Unify Square

Unify Square is a wholly owned subsidiary of Unisys' Digital Workplace Services business unit. Unify Square software and services optimize and enhance the world's largest collaboration and communication platform deployments, helping businesses manage and secure their hybrid work for meetings, chats, and calls. PowerSuite™ software creates a unified experience management dashboard to surface actionable insights and administer collaboration platforms – transforming performance health, security, and user effectiveness. Unify Square's solutions have delivered value to more than six million collaboration seats, in over 275 enterprises across more than 50 countries, and in most major industry verticals.

