Access Cloud Hosted PBX

Fully Managed, Enterprise-Grade Phone System

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Access One

Since 1993, Access One has been a privately-held business technology and communications services provider headquartered in Chicago.

- A+ rating with BBB

- Facilities-based, CLEC and ISP

- Tailored solutions

- Personalized customer care

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Why Choose Access One?

We've displayed award winning customer service and marketplace ethics.

Stevie Award
We are proud to share that Access One has won the 2014 Silver Stevie Award in the "Front-Line Customer Service Team" category. The Stevie Award, which considers organizations from over 60 countries, is among the most coveted business trophies worldwide.

Better Business Bureau Torch Award for Marketplace Ethics
Access One received the Chicago and Northern Illinois Better Business Bureau's 2013 Torch Award for Marketplace Ethics in Category IV. This candidacy was judged on demonstrated ethical standards of behavior towards customers, among other factors.

What is HPBX?

Hosted PBX is a fully managed, enterprise-grade phone system that utilizes the latest cloud-based technology to connect your business without the high costs of a traditional premise-based phone system. With a broad range of hosted voice features and service options, your business can communicate reliably without a large capital investment or the worry of maintenance fees.

A White-Glove Experience

Unlike some Hosted PBX providers, we won't leave you hanging with "Plug & Play" phones and wish you good luck. Our thorough onboarding process sets you up for success, with benefits such as:

- A detailed site survey to ensure a seamless transition

- On-site professional installation

- Training by certified techs, who will walk you through set-up, call flows and more

- True carrier level QoS (Quality of Service)

- An experienced phone company to manage your needs as you transition

- An immediate transfer to Access One Customer Care with the push of a button

- Digital resources on our website, such as how-to guides, tutorials and shortcuts

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Why HPBX Makes your Business more Efficient

- **Feature Rich Solutions:** Benefit from voicemail to email, mobility feature, auto attendant and music on hold, just to name a few!

- **Affordable Costs/Increased Flexibility:** There are no costly layouts, additional equipment purchases or complicated start up procedures. Plus, eliminate software updates and hardware maintenance.

- **Solution for Mobile Workforce:** Connect multiple locations and remote and mobile workers at satellite locations, home offices, a client's site, etc., with access to the same phone system as their coworkers.

- **Failsafe Routing/Disaster Recovery:** In the event of a circuit or power failure, your incoming calls will automatically be rerouted to a predetermined number, so no calls are missed.

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Affordable Pricing with HPBX Systems

The cost of ownership of an HPBX phone system is far less than a traditional system. With no need to purchase hardware and fixed monthly charges, you'll find HPBX is a cost-effective telecommunications system.

With HPBX:

- No Maintenance

- No Support Contracts

- Fixed monthly cost

- Fully managed, scalable solution

Hosted business VoIP and unified communications service seats more than doubling by 2016
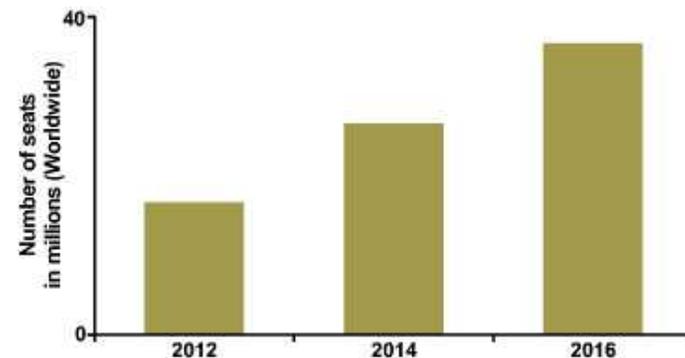
© Infonetics Research, VoIP and UC Services and Subscribers Biannual Worldwide and Regional Market Size, Share, and Forecasts, March 2012

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HPBX Phones: Flexible Options for a Variety of Users

With HPBX, all users' needs are accommodated:

- Basic Users

- Receptionists

- Executives

- ATA Devices to Support:

  - Analog Signaling

  - Door buzzers

  - Paging

- Remote and Mobile Users

- Temporary/seasonal user solutions

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Portal and Toolbar

The **Access Cloud Web Portal** provides a comprehensive web-based portal for users to access and manage their Access Cloud HPBX services from any web connected location.

The **Telephony Toolbar** is fully integrated with Microsoft® Outlook 2007, 2010, and 2013, Internet Explorer, and Firefox and allows for click-to-dial functionality from existing Outlook contacts or from phone numbers on a Web page, as well as advanced feature control and setup.
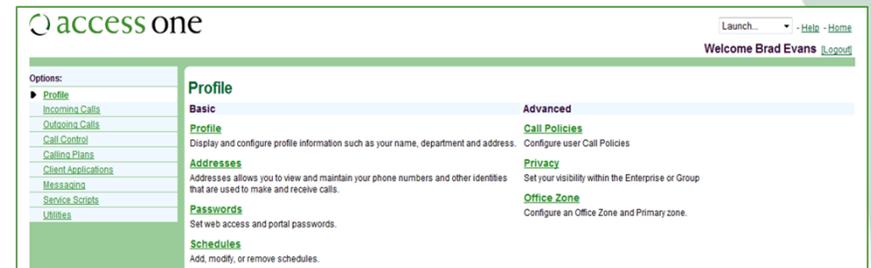
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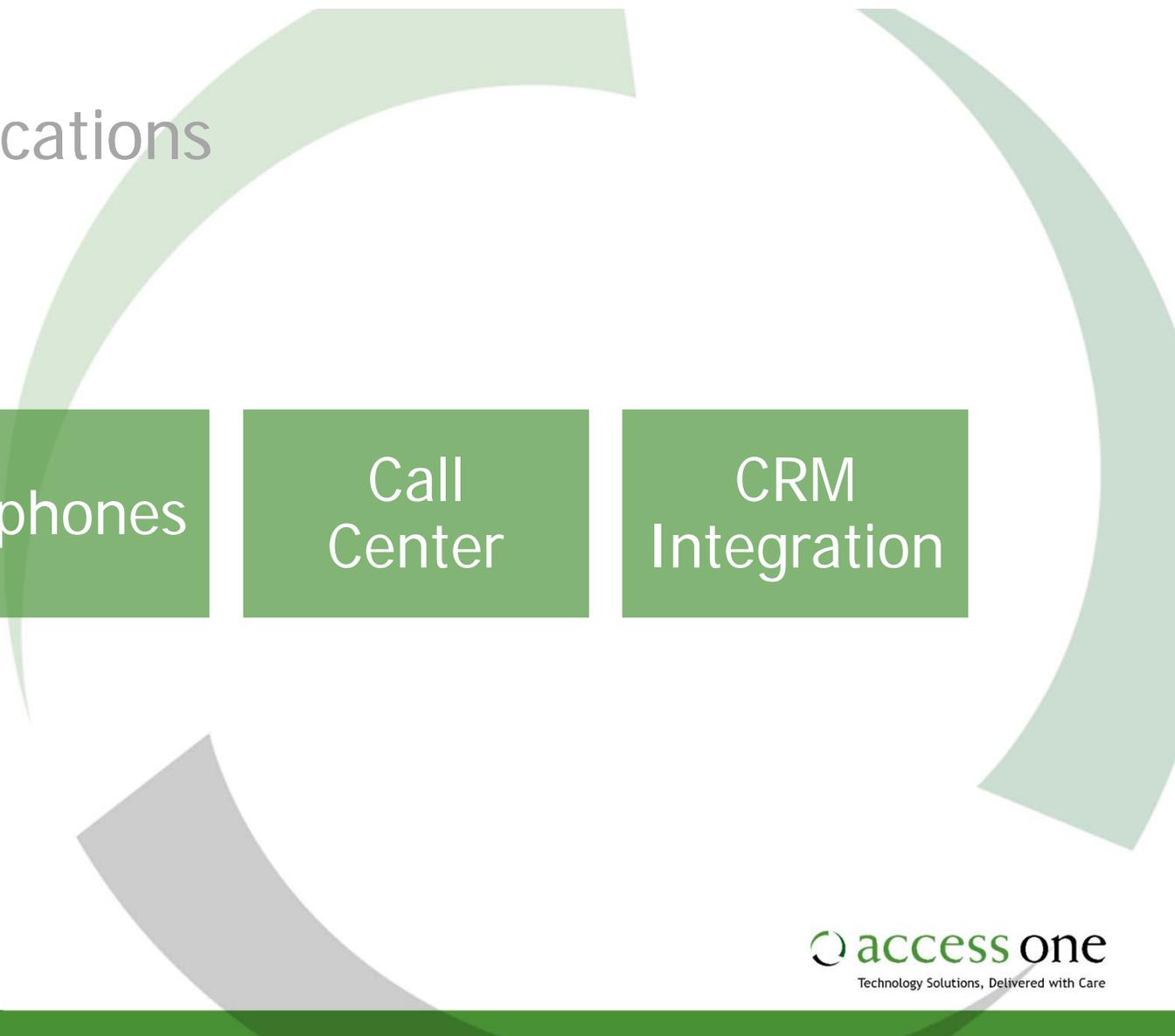
Mobility	Softphones	Call Center	CRM Integration

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Mobility

The Access Cloud Mobility App allows calls to be generated and accepted from a smartphone *through* an Access One HPBX premium seat. Benefits include:

- Easy control of frequently used HPBX features and settings.

- Maintains your one number identity.

Supported services include:

- Find Me/Follow Me

- Call Forwarding

- Basic Call Logs

- Remote Office

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Softphone

The Access Cloud HPBX Softphone is the complete replacement for a phone system's hardware and its features and serves as a comprehensive communication management tool for businesses. The software suite spans from desktop computers and laptops, to mobile applications for smartphones and tablets across various operating systems such as Windows, Mac, iOS, and Android. Enjoy limitless options, like:

- Speakerphone, mute and the ability to transfer, forward and hold calls

- Synchronize contacts with Microsoft Outlook or MAC address book

- Much more!

Call Center

The Access Cloud Call Center provides highly flexible, feature-rich, fully integrated Automatic Call Distribution (ACD). Some features include:

- Real-time monitoring and on-demand reports of queues, users and key performance indicators

- Silently monitor or barge in on an active call

- Generate various reports that show user and queue activity over a specified period of time

Once installed, customers can make changes to their service within hours.

- Flexible & Scalable: Distribute call center resources simply and effectively from anywhere

- Disaster Recovery: Queue calls in the cloud regardless of conditions at any site with built-in contingency routing

- Secure: Take advantage of a private and secure cloud-based offering from a PCI and SOC I/II/III certified organization

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Call Center

Lower your Total Cost of Ownership (TCO)

- Significantly reduce telecom expenses and capital expenditures while enabling operational efficiencies in your organization.

- Streamline call center operations into a single resource pool across multiple locations

- Increase and decrease costs with seasonality and growth

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CRM Integration

Linking your business database with your telephone system improves productivity by enabling users to view the details of their incoming and outbound calls on their monitor.

Features include:

- Caller Preview

- Contact Popping

- Contact Searching

- Click to dial

- Easily update records with 1 click

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Access One:
Your Partner For Hosted PBX

Access One Is Your Partner In Business Technology and Communications Services

- Access One provides award winning customer care

- Facilities-based, CLEC and ISP

- Tailored solutions to fit each client's needs

Why choose Access Cloud Hosted PBX?

Our **white glove onboarding** process, **feature rich solutions**, **affordable costs** and **increased flexibility** make Access Cloud Hosted PBX an effective and efficient solution for both the mobile and fixed-workplace workforce

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Thank you!

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