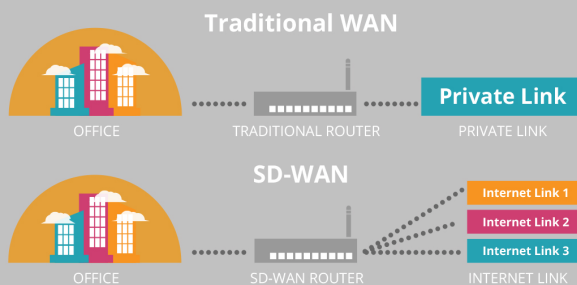
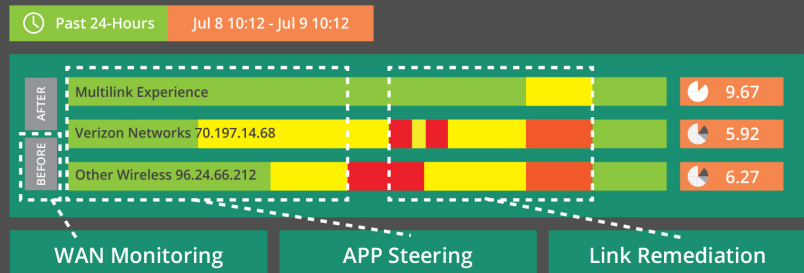


How SD-WAN Benefits Contact Centers

Smart Routing

SD-WAN technology delivers reliability and predictability by automatically measuring latency, jitter, and packet loss, then selects the best available route for critical traffic like voice or video calls.



Maximize Bandwidth

Link up multiple 3rd party ISP connections and use them all simultaneously. Don't let that backup connection just sit there unused, take advantage of the additional bandwidth and put it to work.

True Redundancy

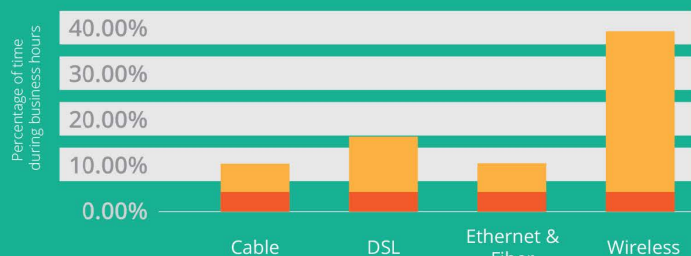
If one internet connection goes down, your WAN is still up because it's utilizing your other connections simultaneously. No need for manual changes. Once the outage has been resolved, SD-WAN moves traffic back, seamlessly.



Self-Correcting Nature

Our SD-WAN solution provides a proprietary algorithm that allows for sub-second failover. This allows for seamless bandwidth use without interruption.

Broadband Internet has poor performance at least 18% of the business day.



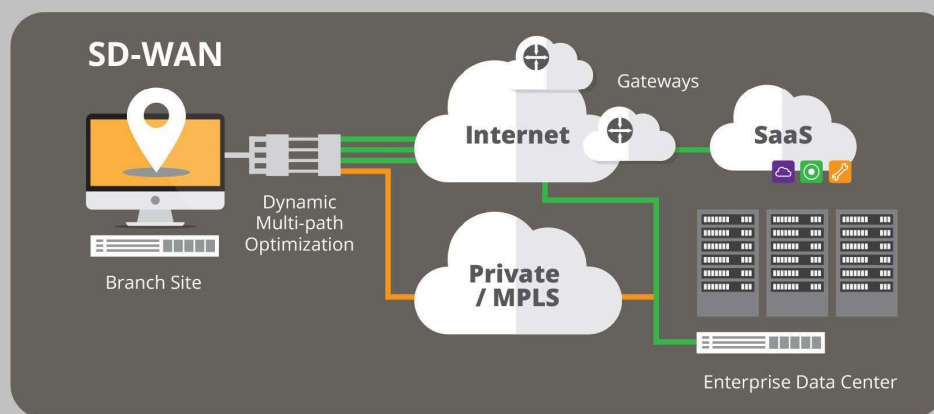


Scalability

SD-WAN solutions can be drop-shipped and deployed in days. Management is done in the cloud, for easy accessibility.

SD-WAN can replace your MPLS, but it doesn't have to.

Incorporate SD-WAN to your MPLS network to add another level of redundancy. In the event of a major outage, SD-WAN will re-route your traffic with minimal to no downtime. SD-WAN will efficiently route traffic on the most solid pathway within your MPLS. Supplementing your MPLS network with DIA & SD-WAN devices allows for more cost-effective bandwidth while still allowing the security and speed of controlled routes.



How Contact Centers Benefit from SD-WAN

The single location call center of the 1990's hardly had a need for a technology like SD-WAN.

Now, most of the applications used by contact center agents are being centralized rather than distributed at each individual location, causing an even greater demand on the network beyond just basic voice requirements. The increase of social media, video, and text chat along with other related applications, generates further strain on a network's capabilities. SD-WAN helps with this strain to ensure bandwidth is prioritized to the applications that need it most. Additionally, business policies allow for blocking of unapproved applications, ensuring your agents are focused on delivering the best customer service possible.

Using SD-WAN, contact centers can simply and simultaneously deliver a superior customer experience and improved reliability levels while reducing network costs.