

Service Providers

Hosted Telecom, SaaS Resellers & Other Service Providers

As a provider or reseller of voice equipment and services, you know that the needs of your customers are always evolving. Managing their telecom resources effectively can be significantly more difficult with more and more staff working from home, in other time zones, and on different schedules. Beyond basic IP based telephony complications like complex routing and E911 call awareness present additional challenges, as do high availability scenarios, geo-redundancy and other factors. These can quickly lead to an increase in both costs and complexities associated with reselling, installing, configuring and maintaining these systems.

With hosted UCAAS / SAAS solutions being the go-to choice for many industries, you need a way to distinguish your offering from other, similar offerings. Ideally, you need an easy-to-resell, turn-key solution in your portfolio to set you apart from your competition by providing both additional value to your customers and additional revenue for your business.

Genesis's Solutions provide an easy way to differentiate your offering from competition, additional revenue opportunities, and add significantly more value for your customers to improve satisfaction and customer stickiness. Research continually shows increases to customer loyalty corresponding to the number of solutions you're providing them.

The Genesis Solution:

- ✓ Provides a leg up on your competition by offering value added services
- ✓ Gives your customers consistent tools for complex voice environments
- ✓ Increases your revenue while offering a more complete solution for your customers
- ✓ Empowers your customers to easily manage their own system, reducing service calls for simple changes
- ✓ Offers a solution that doesn't require your supervision, administration, or dedicated internal resources
- ✓ Generates ongoing monthly reoccurring revenue
- ✓ Provides a tailored, custom solution for each customer's unique requirements
- ✓ Allows you to relax, knowing that your customers are taken care of



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Solutions Since 1984.



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Management



Public Alerting
Multi-Channel Mass
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Analytics & Insights
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Metrics