

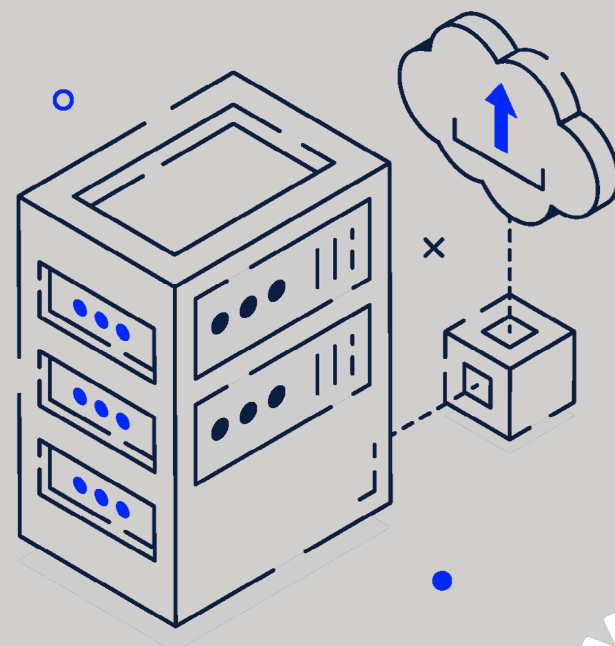


The Business Cloud Communications Buyers Guide

6 Key Components Every Business Needs in a Unified Communications Provider

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Introduction: Seamless Communication in a Hybrid World

Today's workplace looks very different than it did just a few years ago. Teams are spread across offices, homes, and everywhere in between. Customers expect quick responses. And IT is tasked with supporting more tools, more devices, and more demands than ever.

For many organizations, communication has become fragmented. One app for messaging. A separate platform for video. An outdated phone system that still requires hardware and manual updates. The result? Confusion, inefficiency, higher costs, and wasted time.

That's where Unified Communications as a Service (UCaaS) comes in. By combining voice, messaging, video, and collaboration into a single platform, UCaaS eliminates the sprawl and helps teams work together more effectively.

US Signal's Business Cloud Communications (BCC) delivers exactly that. Backed by our carrier-grade, geo-redundant infrastructure and high-touch support, BCC gives you a solution that grows with your business. This guide outlines the six key components you should look for in any UC provider — and shows how BCC delivers on every one.





1. Inclusivity: One Platform for All Communication

When communication tools are scattered, employees waste valuable time switching between apps or struggling to track down conversations. It creates silos and frustrates both staff and customers.

The right UC solution brings everything together. With BCC, your team has one reliable platform for calling, messaging, and video conferencing. Whether it's a quick one-on-one chat, a scheduled meeting, or a client call, everything happens in one place.

This inclusivity simplifies life for your IT staff as well. Instead of managing multiple vendors, contracts, and training requirements, they can focus on keeping your business running smoothly. **One solution, one provider, one consistent experience, for every user in your organization.**

2. Cross-Device Sync: Work Without Boundaries

Work doesn't stop at the office door. Employees need to move between desktops, laptops, and smartphones without missing a beat.

BCC provides a consistent experience across every device. A conversation started on a desk phone can be continued on a mobile app. Voicemails, messages, and call history follow users wherever they go. The interface is familiar and intuitive, whether you're using Windows, Mac, iOS, or Android.

That flexibility empowers employees to stay productive no matter where they're working. And for your customers, it means faster, more reliable communication with your team.



3. Operational Simplicity: Put Control in Your Hands

Traditional phone systems often create unnecessary IT headaches. Every small change — from updating voicemail to routing calls — requires a ticket or a call to your provider. The delays frustrate users and pull IT away from higher-value projects.

With BCC, you gain an easy-to-use web portal that puts control where it belongs — in your hands. Administrators can quickly add or remove users, configure call flows, or update auto-attendants without waiting days for changes.

Operational simplicity also reduces onboarding time. New employees can be up and running in minutes, with all their communication tools ready to go. The result is a more agile organization and an IT team that can spend more time driving innovation, not just keeping the phones ringing.

4. Scalability: Grow at the Speed of Business

Your communication needs aren't static. Seasonal demands, new office locations, or company growth all require flexibility. Legacy systems simply weren't built for that kind of agility. BCC is.

Adding new users is as easy as assigning a license. Need to scale back during slower months? That's just as simple. With three tiers — Standard, Advanced, and Professional — you can align features with roles, making sure you're only paying for what each user needs.

Scalability means your communications environment can keep up with your business, not hold it back. Whether you're adding five employees or five hundred, BCC grows with you.





5. Future-Ready Innovation: Always Current, Never Outdated

One of the biggest challenges with traditional systems is the constant cycle of upgrades. Every few years, businesses are forced to buy new hardware or rip out existing systems just to stay current. It's expensive, disruptive, and unsustainable.

BCC changes that. Because it's cloud-based, updates and new features roll out automatically. Security enhancements, device compatibility, and performance improvements are delivered without disruption. Your team always has access to the latest tools without surprise costs or downtime.

And because BCC is backed by US Signal's carrier-grade infrastructure, you're not just getting today's features — you're investing in a platform built to evolve as technology does. From AI-driven call recording with Dubber to Microsoft Teams integration, innovation is built into the service.

6. Easy Implementation: A Smooth Start with Expert Support

Adopting a new communications system doesn't have to mean chaos. With US Signal, implementation is straightforward and supported every step of the way.

Our experts handle the details — from defining your deployment scope to porting numbers and configuring devices. For teams that prefer onsite assistance, we can provide full setup of IP handsets and other hardware. Training is built in, so both administrators and employees are comfortable from day one.

And the support doesn't stop after go-live. US Signal's Technical Operations Center (TOC) is available to troubleshoot issues, make configuration changes, or escalate if needed. You're never on your own.

Implementation is about more than getting started. It's about setting your business up for long-term success. With US Signal, you get both.



The Outcomes You Can Expect

Organizations that move to a single, reliable UC provider like US Signal quickly see the difference:

- **Peace of Mind** – No more loose ends or multi-vendor confusion.
- **Time Savings** – Centralized management reduces IT workload and streamlines operations.
- **Cost Control** – Flexible pricing ensures you only pay for the features you need.
- **Increased Productivity** – A 100-person company using BCC can save up to 191 hours per day, the equivalent of 27 additional employees.



Why US Signal

With so many providers on the market, why choose US Signal?

Because we combine the best of both worlds: advanced technology and unmatched customer support.

- Carrier-grade reliability built on geo-redundant infrastructure.
- High-touch implementation with training and onboarding tailored to your business.
- Flexible pricing and scalability to grow with you.
- A trusted partner with decades of experience helping organizations modernize IT.

We don't just provide the platform. We provide the partnership to make sure it delivers value from day one and beyond.

It's time to transform the way your business communicates.

With US Signal's Business Cloud Communications, you gain a modern, reliable, and flexible solution that's designed for today's hybrid world — and tomorrow's growth.

[sign up for a demo](#)