



UC Xpress

Calling made simple

Our simultaneous calls product that offers a flexible telephony solution to scale with your calling profile.



Restaurants, retail & education

Businesses who operate in low calling environments need a flexible telephony setup that can be easily managed without contributing to overheads. These customers are often required to purchase & self manage phone lines that are rarely utilised, accruing additional resources and costs at the customers expense.

Think of a typical restaurant, which has a single phone operator to take adhoc bookings and handle a small volume of external calls. This customer has only a few good options when selecting the right telephony solution for their business operation:

Pay per-seat and setup multiple lines?

This means the customer is paying for lines they will unlikely utilise.

Pay per-session and self manage their telephony solution?

This introduces increased overheads to manage the solution and increased risk with mismanagement. Self-managed solutions can also be unreliable, not secure, and not scalable if the business needs to pivot their telephony setup.

A typical restaurant, store-front, or other small business client is losing on both cost and efficiency in both of these scenarios.



What do SMB's actually need?

For small and medium sized businesses, telephony solutions are a necessity for day-to-day operations. These customers need a setup that is reliable, secure, cost-efficient, and managed by their service provider.

Reliable & Cost-efficient

Phones directly contribute revenue in SMB's, taking bookings, direct orders, customer enquiries, and more. These lines need to be up and working at all times.

In other SMB's, phones are used for business-critical operational processes. These exist in small businesses out of necessity, rather than for wider collaboration or communication purposes.

Manage my telephony for me!

SMB customers do not have the time or resources to learn or manage the ins-and-outs of their telephony setup. The phone operator at the restaurant, store-front, or school has other tasks to take care of during business hours.

Security & risk

Additional to increased management overheads, tasking an untrained employee to maintain the phone setup introduces increased risk.



Introducing UC Xpress!

UC Xpress is a simultaneous calls product designed specifically for small businesses who need a flexible low-cost telephony solution that is based on their current calling profile.

With UC Xpress, Partners can now offer a calling setup that provides the best balance of contention and cost.

UC Xpress helps SMB's

- Reduce costs
- Eliminate hidden fees
- Reduce risk with a secure multi-tenanted platform
- Reduce management overheads



Simultaneous Calling

Simultaneous calling means that customers pay per phone line, rather than per-seat. This means that SMB's who have low volume calling environments only pay based on their desired contention ratio.

In a typical restaurant or store-front, there may be multiple handsets or phones on premises but only one phone operator at any given time. Simultaneous calling means that the customer only needs to have one managed phone line to operate their business.

Moving to a simultaneous calls model

Driving growth and reaching new customers is challenging post-COVID, with UCaaS and telephony technology fragmenting due to an expanding market. To remain competitive, service providers should choose platforms that empower them to reach and service customers of all industries and telephony needs.

Access4 offers SASBOSS™, a one-stop UCaaS platform so your customers can seamlessly scale-up their telephony setup as their needs evolve. This limitless scalability is made possible with the addition of UC Xpress, enabling Partners to access and service all segments of the growing telephony market.

Access4 Partners support SMB's

At Access4, we understand the challenges customers face in finding the right telephony solutions. Many solutions currently in the market are self-managed, which can be risky for SMB customers and also not scalable.

UC Xpress is a managed telephony solution hosted in a secure multi-tenanted platform, SASBOSS™. Our solution is designed to be easily scalable to grow with the needs of the customer.

This means that SMB customers can fluidly scale up their calling setup within a single platform, and since it is all managed by the service provider it offers the customer peace of mind and reduces their management overheads.



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