

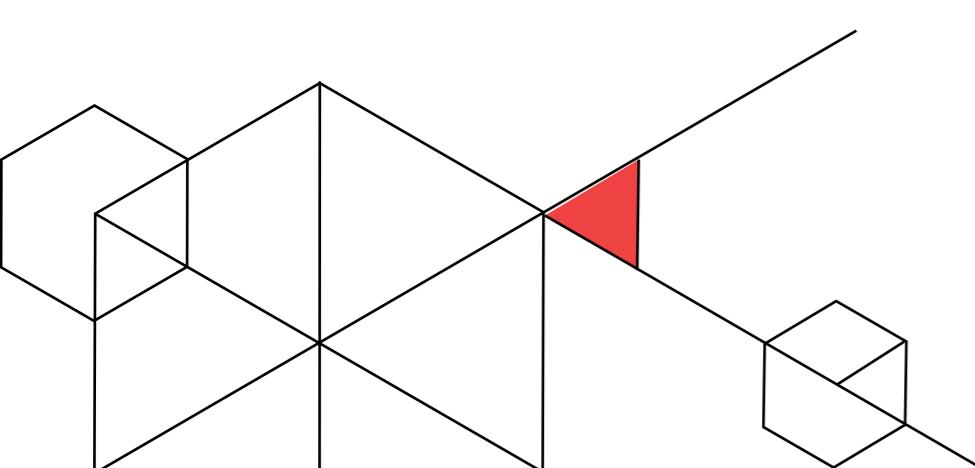
Communications & Collaboration for Your Hybrid Work Model



THE SOFTWARE SOLUTIONS THAT SUPPORT YOUR HYBRID WORK MODEL NEED TO BE:

- 1) Flexible and elastic**—to expand and contract, ebb and flow as your hybrid work model takes shape, then changes, then snaps back, then evolves.
- 2) Capable of creating a consistent experience**—your customers can always contact you at the same numbers and email addresses, and your employees enjoy a reliable software experience whether they're at home or in the office.
- 3) Crazy simple**—so it just works, and complexity is a nonissue. You'll have enough complicated decisions to make about criteria for returning to the office, so you don't need to worry about your software.

Zoho and Intermedia Unite combine the best of unified communications and collaboration and SaaS solutions for every area of your business. This integration seamlessly connects all your communications tools with powerful enterprise-ready applications into one manageable solution that flexibly accommodates your employees' needs and workplaces.

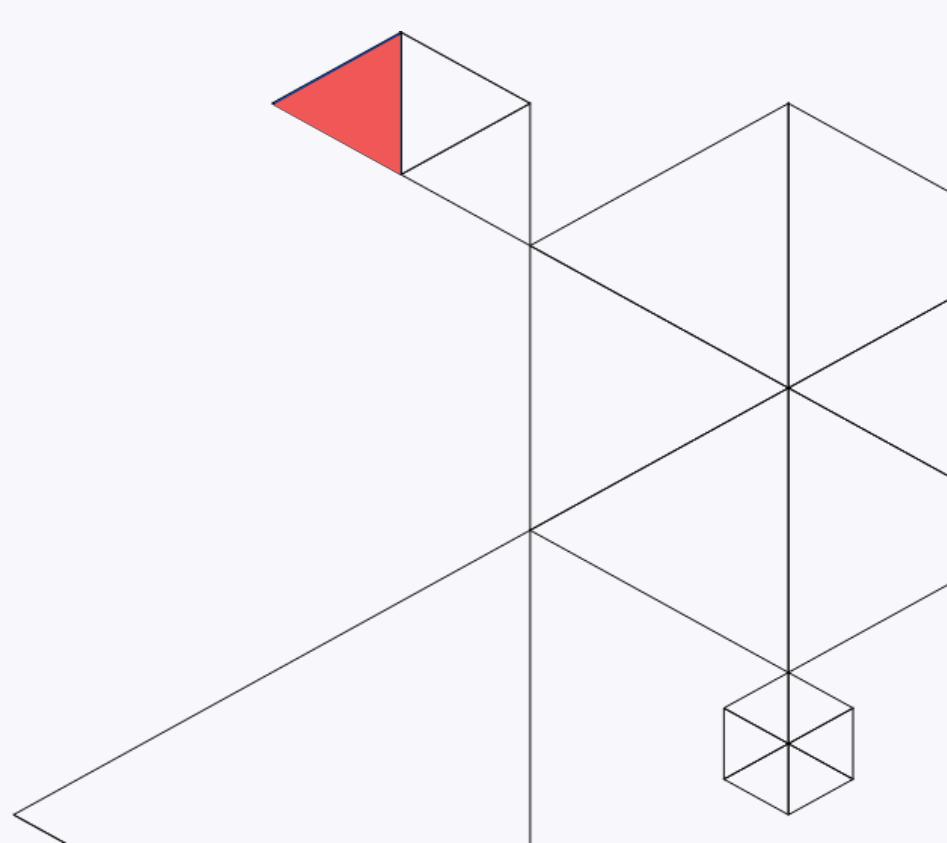


For each employee

- ▶ Local phone number with unique extension
- ▶ Up to five endpoints
- ▶ Inbound/outbound caller ID
- ▶ WebFax
- ▶ Voicemail box with transcription services
- ▶ Unite Mobile App & Desktop App
- ▶ Voicemail box with transcription services
- ▶ AnyMeeting with up to 30 participants
- ▶ 10GB per user of SecuriSync file share and backup
- ▶ Click-to-call functionality from within Zoho CRM and Desk
- ▶ Secure single-sign-on to all Zoho apps
- ▶ Reliable cloud storage and unified search to easily access everything they need within Zoho

For the whole organization

- ▶ Centralized management of all locations
- ▶ Auto Attendant with a direct inward dial phone number
- ▶ Ability to configure up to 10 hunt groups
- ▶ Conferencing: 200 toll-free minutes/month
- ▶ Active directory integration for easy user configuration
- ▶ Hung Group reporting
- ▶ Enable/disable call recording
- ▶ Spam caller protection
- ▶ A seamless, intuitive integration between
- ▶ A seamless, intuitive integration between
- ▶ communications and essential business apps
- ▶ Automations to save meeting data and notes to Zoho apps effortlessly



Flexible

Consistent Experience

Crazy Simple

Zoho's integration with Intermedia Unite offers a unified set of applications for engagement that allows employees to collaborate in real time across business units, markets, and department silos to manage customer experience seamlessly, at scale.

- ▶ Keep your current phone numbers
- ▶ Place and receive calls from your business number, see who is available, chat with colleagues and manage voicemail from desktop or mobile.
- ▶ Start a conversation in Intermedia Unite right from your Zoho apps
- ▶ Your full desktop chat history synchronizes with your mobile device and gets reflected in Zoho CRM or Desk, so you can stay connected and continue conversations no matter where you are.

- ▶ Customers always see the business phone
- ▶ Employees can access help requests in Zoho Desk from anywhere, while customers always see the same help portal they know and trust.
- ▶ Employees can even transfer business calls from their laptop to their mobile phones, without affecting the customer.
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 - Desk phones used remotely work exactly the same way they do in the office.

- ▶ Office phones and workplace software work seamlessly in any location with an internet connection.
- ▶ Manage system configuration and call reporting from a single web-based portal
- ▶ Intermedia Unite's desktop and mobile applications work on PC or Mac devices and systems, so you can see who is available, chat with colleagues, place and receive calls, share screens, start video calls and share files—all from one application
- ▶ Zoho's cloud-based, in-browser apps are designed to move with you—log in securely wherever you are and get started right where you left off.

Flexible

Consistent Experience

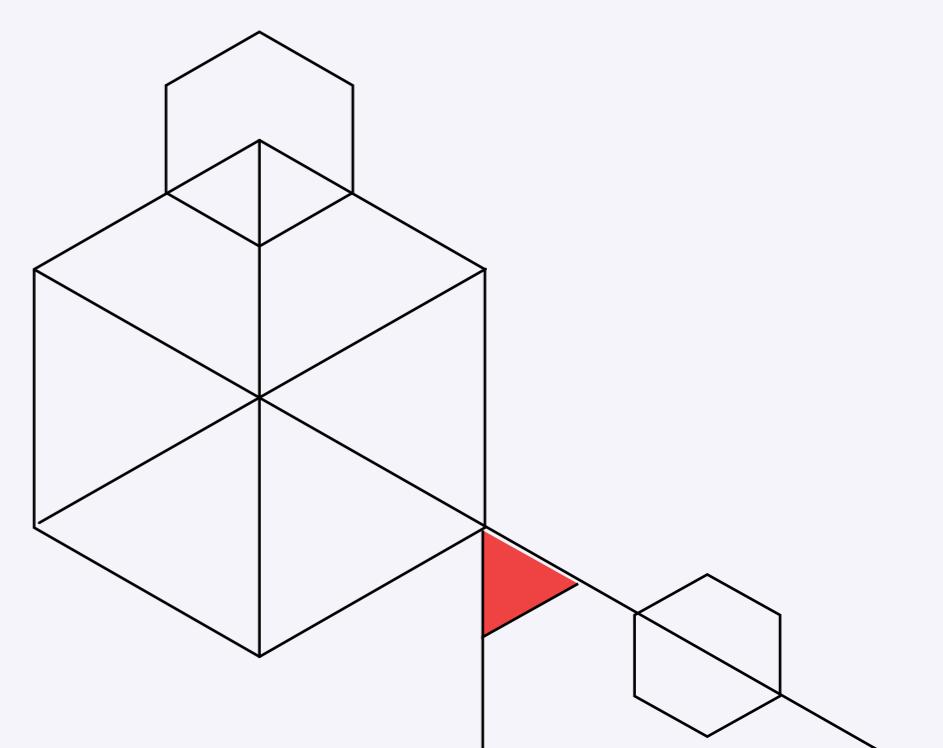
Crazy Simple

The Zoho and Intermedia Unite integration lets you establish a more personal connection with customers and business partners without the hassle of travel, and keep it all in context with the rest of your work.

- ▶ Host video conferences and share screens securely in HD video quality, wherever you are
- ▶ Attendees can join video conferences and check in on their other work from desktop or mobile devices
- ▶ Start a call from within your Zoho apps, or schedule a call and keep that meeting link in context with the rest of your conversations in CRM, Desk, and more.

- ▶ Virtual meeting accounts include a business conference call number and PIN codes, so participants can join by phone or computer, wherever they are
- ▶ Meeting participants can use screen share and annotation to engage with shared content in real time
- ▶ Advanced features let you automatically lock meetings so no one can enter without your permission, or record meeting transcripts with notes and send those notes to CRM or Desk automatically

- ▶ Our browser-based apps mean no downloading or plug-ins, so work can begin super quickly
- ▶ Hosts can start meetings directly from the video conferencing tab of their Unite desktop app, or inside Zoho Desk or CRM
- ▶ Information about each call is reflected alongside other information about the business relationship in CRM, so you can catch up on the previous conversations at any time to keep calls purposeful, personalized, and productive.



Flexible

Consistent Experience

Crazy Simple

Intermedia Unite and Zoho also include cloud file management, so you can securely access or share your files on any device, from any location.

- ▶ Access files from desktops, laptops, smartphones, tablets, file servers, and the web, with full control over all functions including file management, users, devices, and sharing activities.
- ▶ You gain access to the most current version of files for co-editing with teammates in real-time.

- ▶ Keep all your files securely stored, up to date, and accessible from any device
- ▶ Quickly share files with anyone inside or outside your organization
- ▶ Easily restore previous versions or accidentally deleted files with file recovery and revision history
- ▶ Protect files from ransomware and other types of data loss

- ▶ Quickly and securely access, search, manage and share files directly from the Unite desktop app or from a mobile device, without a VPN connection.
- ▶ Zia Search allows you to search all across your Zoho apps instantly, so you can always find what you need, wherever you are.

