LEADER IN SECURE CLOUD COMMUNICATION SOLUTIONS

Since 1994, NetFortris has satisfied the communications needs of multi-site businesses. Now, with over 11,000 enterprises and thousands of users in multiple countries, we are the leader in secure cloud solutions for retail & restaurants, healthcare, and financial services industries. Our private, 10G MPLS network and integrated applications deliver unified voice, data, and video communications cost effectively, reliably, and efficiently so businesses can focus on their customers, not their network.

FAST FACTS

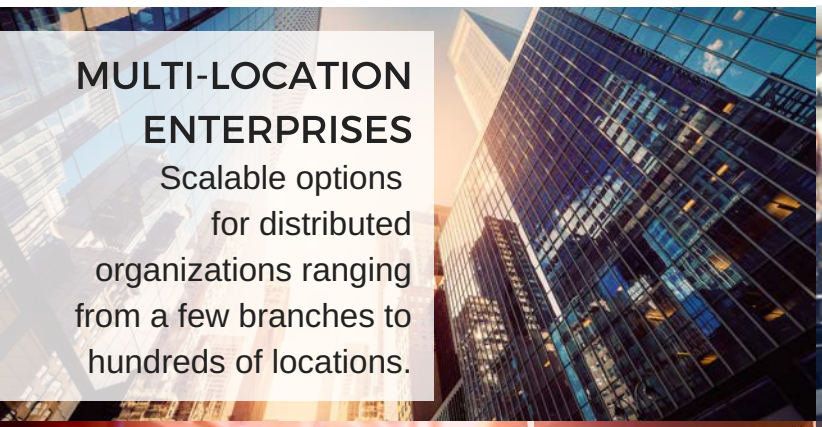
- Established operations in August 1994
- Privately-held by SPIRE Capital, NY
- Acquired Fonality in 2017 to enhance VoIP and UCaaS suite of services
- Headquartered in Plano, TX and Seattle, WA with three NOCs supporting customers 24/7/365
- Nationally deployed fiber-based VoIP offering with highly-customized voice and data services
- Comprehensive suite of secure cloud solutions
- Specialized solutions for multi-site enterprises, retail, healthcare, and financial services
- 11,000+ enterprise customers

SECURE, CLOUD-BASED VOICE AND DATA INFRASTRUCTURE

Enterprises continue to select NetFortris' secure cloud solutions as the foundation of their business-critical communications and applications infrastructure. Redundant, resilient, high-performing, and extremely secure, the NetFortris private network meets the demands of specialized businesses. It effectively carries some of the most sensitive and regulated data across the healthcare, financial services, retail, and enterprise sectors.

NetFortris specializes in secure cloud communications with a focus on Unified Communications as a Service (UCaaS). UCaaS is a set of voice and data applications that combine capabilities such as voice over IP (VoIP), instant messenger, point-to-point video calling, and desktop video conferencing. Cloud-based UC from NetFortris leverages our secure MPLS network and the internet to reduce communication costs without sacrificing security or reliability. Applications such as contact center management, voice recording and analytics, voicemail-to-email and text, screen and file sharing are also offered.

INDUSTRIES WE SERVE



MULTI-LOCATION ENTERPRISES

Scalable options for distributed organizations ranging from a few branches to hundreds of locations.

RETAIL & RESTAURANT

PCI-ready voice, data, and advanced contact center solutions to support multi-location hospitality environments.

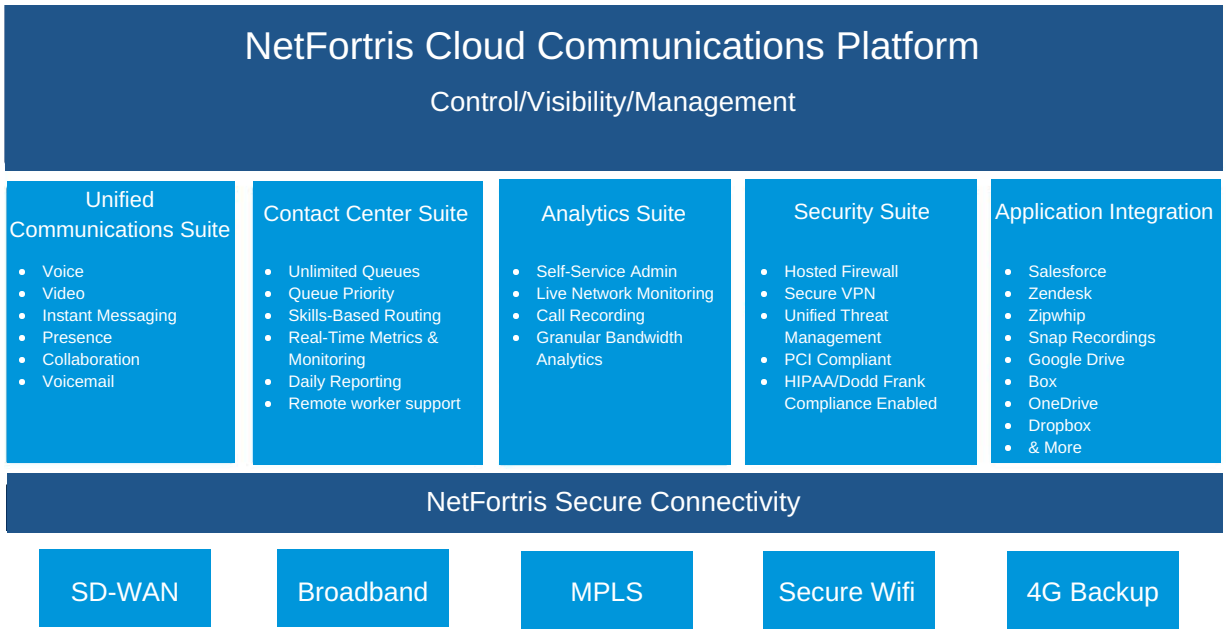
FINANCIAL & INSURANCE

Compliance-driven voice and data solutions designed for the demands of the always-on financial and insurance industries.

HEALTHCARE & WELLNESS

Secure and reliable data, voice, and wireless services to continuously support compliant healthcare operations.

NETFORTRIS SOLUTIONS



MPLS Network

Our carrier-grade, 10G private network provides a foundation for businesses with unmatched performance, uptime, and security. Voice, video, and data are consolidated and managed via a single, highly-secure connection. Our MPLS reduces total cost of ownerships and ensures safe, effective, and worry-free connectivity.

Cloud Communications Platform (CCP)

This unique, open software-defined platform offers central control, visibility, and management of all services through a single pane of glass. Network and application resources can be managed, and IT managers have access to on-demand bandwidth, automatic load balancing and optimization, analytics, and advanced security services.

Security

Security is a primary focus for NetFortris. With our hosted firewall, secure VPNM access, and unified threat management solutions, customers can be assured that malware and viruses never infect their environment. With NetFortris, their sensitive data is completely protected.

Communications Suite

The NetFortris Communications Suite offers world-class communications through Fonality's Heads Up Display (HUD), providing options to employees in any location, on any device. HUD delivers IM, presence, group chat, voice, video collaboration & screen sharing, and file sharing to increase collaboration among team members, both local and remote.

Contact Center Solutions

NetFortris enables call centers to efficiently manage thousands of calls as well as large teams of customer service representatives without incurring the cost and expense of an on-premise call center solution. Our solution includes automatic voice recording, auto attendant, call distribution with skills-based routing, cloud call center management, and PCI-compliant technology to protect sensitive user information.

Analytics

NetFortris offers a wide array of analytics solutions for managing network bandwidth, performance, load balancing, and voice/video quality of service. Custom analytics can be built through the Cloud Services Platform (CSP).

NETFORTRIS UNIFIED COMMUNICATIONS

The NetFortris Unified Communications solution is at the center of all NetFortris solutions. This state-of-the-art communications platform integrates voice and data to simplify communication between teams across Mac and Windows PCs, smartphones, and tablets. NetFortris and Fonality Heads Up Display (HUD), provides integrated directory access, instant messaging (IM), presence and status, HD Voice/HD Video, call logs, messaging services, and more.

Users have constant access to a complete company directory to quickly make calls, send an instant message, add to a conference call, or transfer a call. Desktop video brings remote employees together for spontaneous collaboration or pre-scheduled meetings at any time, and can support up to 25 video attendees or 125 in listen-only mode. Incoming business calls ring on the PC with a downloadable softphone, smartphone, or tablet – complementing or replacing the need for a desk phone. With HUD, users have an "always-on" collaboration tool to use while on the road, in the office, or in a remote office.

"Expanding unified communications (UC) capabilities improves the ability to win, retain, and serve customers."

Forrester, 2015
A Unified Communications Framework for Voice Integration

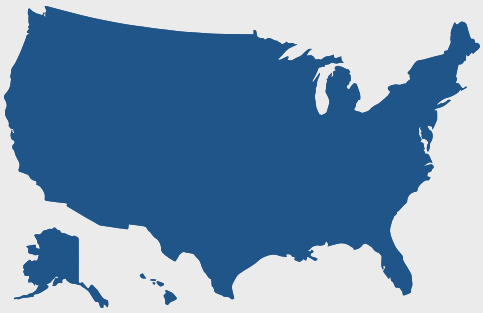
HUD Features

- Voice and Video Calling
- Video Conferencing
- HUD Mobile App
- Presence
- Secure IM/Chat
- Group Chat
- Desktop/Screen Sharing
- Secure File Sharing
- Conversation History
- Personal Address Book
- Global Address Book
- Voicemail Reply
- Voicemail to Text
- On-Demand Recording
- Web Launcher
- Click to Dial
- Barge, Monitor, Whisper
- Call Reports

NetFortris is committed to building long-lasting, productive relationships with each client. The dedication of our system designers, customer support technicians, and engineering staff enables us to design, implement, and maintain cost-effective solutions to meet the unique needs of every customer. NetFortris delivers consistent services centered around five principles:

1	**Technology Expertise** Our best-in-class network, communications, and infrastructure technologies are delivered efficiently via the cloud. Hardware, software, and infrastructure products are constantly upgraded and maintained at no additional cost. Clients can know that that their solutions are current and designed for optimal performance and reliability.
2	**Security** Our secure private network, state-of-the-art hosted firewalls, secure UCaaS, and specialized applications all have integrated security features. These solutions make it easy to manage a secure environment that protects sensitive corporate data, simplifies compliance, and keeps businesses safe.
3	**Reliability and Performance** Our network delivers five-nines reliability with built-in redundancy, failover, and constant network monitoring to ensure connectivity, performance, and scalability.
4	**Dedication to Service** Our dedicated account team delivers solution expertise and service. Their knowledge and commitment ensures that your communications infrastructure operates reliably, solving support issues quickly and efficiently with open lines of communication between your team and ours.
5	**Flexibility** We partner with clients to design, customize, and implement solutions to meet their specific needs, always creating the communications and business infrastructure that is right for them. Our product configurations are flexible and our approach is creative.

NetFortris provides flexible, scalable, cloud-based voice and data communications customized with the exact security and compliance your business needs. Multi-level protection, cloud-based backup and bi-directional failover ensure business continuity while big data analytics with real-time service control improves your operational performance. NetFortris also serves its customers with carrier-grade networks, business and communications applications, and expert service. Our solution engineers work with you to design a fully managed and automated system tailored for your business.



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