

BE MORE RESPONSIVE, BE MORE SUCCESSFUL WITH WORLDSMART!

It's undeniable: Business runs on communications. Whether it's sales, marketing, billing, or customer support, being able to efficiently communicate and be accessible will determine a business's success more than anything else. When businesses can't be responsive to prospects or customers, they lose them; it's that simple. Add the fact that the world is rapidly changing with instant globalization, de-centralization of the work-force, and the rapid demands of multiple communications channels, businesses have a huge challenge to face: How do businesses leverage new technologies to stay responsive to their prospects and customers?



PanTerra delivers success by unifying all communications into a single, seamless, cohesive solution called WorldSmart. It maximizes your responsiveness to prospects, customers, and co-workers. Responsiveness delivers higher sales, increased productivity, and improved customer satisfaction - plain and simple. With WorldSmart, prospects and customers have additional ways to

reach you, along with instant access to the information needed when they need it. Additionally, your employees will become more productive and responsive while enjoying increased flexibility to better service customers.

WorldSmart makes you more responsive, resulting in increased sales, improved productivity, and greater customer satisfaction!

WorldSmart is delivered from the cloud over a standard Internet connection, eliminating costly analog lines and on-premise hardware. With no hardware to deploy and maintain, there's no obsolescence to worry about. WorldSmart works with standard SIP phones and a browser, so there's no software to deploy or maintain. WorldSmart can virtually eliminate your capital expenditures while significantly reducing your monthly communications costs. And with your communications in the cloud, WorldSmart makes multi-location administration a snap.

Trying to compete in today's world with a disjointed array of single-service communications solutions just won't cut it. You will be less responsive to prospects, customers, and co-workers than your competitors, which will result in lost revenue, wasted time, lowered customer satisfaction, and administrative nightmares. If you want to compete in today's world, you need a unified communications solution that makes you more responsive. WorldSmart makes you more competitive by maximizing your responsiveness and lowering costs!

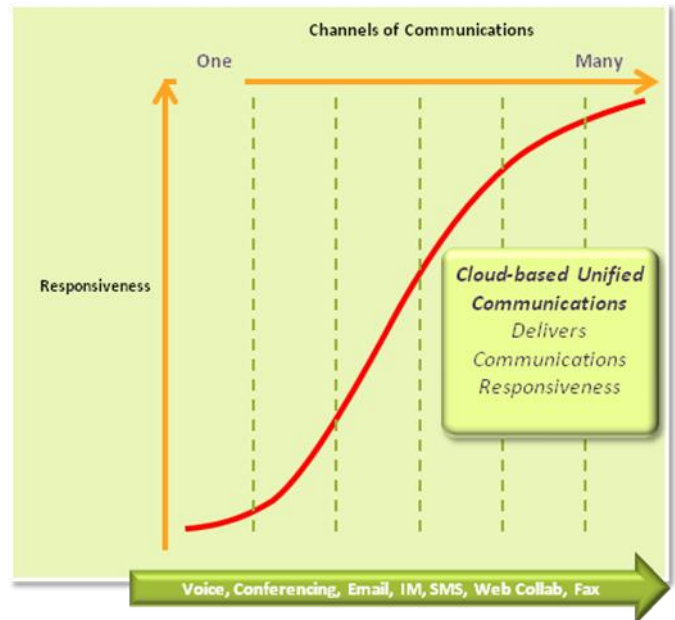


WORLDSMART™



How Can Businesses Be More Responsive?

If you aren't responsive, you'll lose sales, waste time, and frustrate existing customers. By providing more means to instantly connect to prospects, customers, clients, partners, vendors, and co-workers, WorldSmart delivers **responsiveness!**



WorldSmart Offers:

- **Comprehensive Unified Communications Service** - unlimited business-class calling, powerful call routing and messaging
- **Unified Command Center** - the Hub for all your communication interactions
- **Secure Instant Messaging** - includes mobile message, group IM and real-time presence
- **Group Communications** - includes audio conference bridge, IM Conference, web meetings, desk sharing and file sharing
- **Unified Messaging**
 - Voicemail attachment to email
 - Speech to text Voicemail conversion
 - Instant message to SMS and email
 - Fax to email and desktop
 - Call from Outlook and UCC
- **Web Collaboration, Deskshare and Remote Desktop Access** - visual communication and presentation sharing
- **Email, Calendar and Contact Groupware** - with web interface and Outlook Integration
- **Desktop Integration** - with Outlook, Salesforce, and WebAPI integration
- **Call Center Service** - call queuing, call recording, supervisor controls, statistics, and comprehensive reporting
- **Large File Sharing** - offload email servers

Do the Math! - More Responsive = More \$ales!

Limited number of communication channels a prospect can reach your business on or not being able to answer their questions during that first contact will decrease sales effectiveness by 10 times. In today's competitive world, the company that is more responsive to prospects WINS the deal. And after winning the deal, the most responsive companies KEEP the customer! WorldSmart delivers responsiveness both during the sale and after by instantly connecting you to your prospects, customers, and co-workers - no matter where they are.



WORLDSMART CLOUD-BASED BENEFITS

Small and medium sized businesses face skyrocketing costs associated with duplicated traditional on-premise communications capital expenditures and monthly service charges. WorldSmart's cloud-based benefits include:

- Unifying 11 communication services
- Nothing to install, nothing to maintain
- Updates, maintenance, and support for life at NO additional charge
- No annual contracts - elastic service model
- Dynamically change features and seat types
- Support for both mobile and remote users
- Superior multi-location solution
- No on-site staff and common administration
- All communications stored securely in the cloud
- Future-proof guarantee

UNIFIED COMMUNICATIONS

- Powerful Unified Command Center (UCC) provides single click communications with all your contacts and groups
- 100% browser-based client with support for any standard SIP-based phone
- Seamless integration with familiar interfaces such as Outlook and Salesforce



BUSINESS VOICE FEATURES

- Unlimited calling to US and Canada
- Unlimited ring groups, ACD and auto attendants
- Music-on-hold, group extensions, information mailboxes
- Conference Bridge, 3-way calling, call forwarding
- Direct dial and extension number with seamless call routing between home, cell and office phones
- Powerful "Find Me/Follow-me" call forwarding
- Readable and visual voicemail
- Call recording, account codes and compliance archiving
- Unified Messaging with IM, voicemail and fax to email, and voicemail text conversions
- Click to call from email, outlook, UCC, Salesforce

EMAIL, CONTACT, AND CALENDAR

- Email, contact, and calendar groupware with Web, UCC and Outlook interfacing
- Mobile syncing to stay organized

DIGITAL FAX FEATURES

- Send and receive faxes from the convenience of your computer and email
- Access faxes from the cloud or email
- Personal digital fax number
- Unified inbox

CONFERENCING FEATURES

- Personalized conference bridge for each user
- 3-way calling
- MobileCall (moving calls between any phone)
- IM conferencing
- Mixed media communications
- Deskshare, web conference, and file transfers

COLLABORATION FEATURES

- Web meeting for powerful online collaboration
- Desk share for in network desktop collaboration
- Remote desktop control for instant support
- Convert IM conference to audio conferencing
- Group voice, instant message, and fax

CALL CENTER FEATURES

- Unified Communications which improves agent performance and customer satisfaction
- Remote agents and supervisors
- Skills-based routing
- Supervisory modes: silent listen, whisper, and barge-in
- Pull calls out of queue
- Call recording, inbound and outbound
- Detailed agent and queue reporting
- Live monitor for group and agent statistics
- Integrated instant messaging, desk sharing, and remote desktop access

BUSINESS PROCESS INTEGRATION

- Comprehensive Web Application Programmer Interface (WebAPI)
- Integration with standard email, contact, and calendar applications like Outlook
- Salesforce integration with embedded softphone and transaction logs
- Complete compliance and archive solutions



Be More Responsive, Make More Money!

Do you find you're losing business because you can't get a prospect or customer the information they're looking for fast enough? The speed in which you respond to a customer is directly related to your business's success. Ultimately, the company that responds the fastest wins the business every time!

Dramatically Improve Customer Satisfaction!

Do your customers support experience endlessly waiting in call queues only to be put on hold while your support agents call around to try to get answers they need? Are your support costs strangling your business because you can only handle support through voice calls? Customers have choice today and customer satisfaction can be a key metric in determining the long term success of your business. When customers have a problem, they want answers now! WorldSmart's multi-channel communications capability delivers "instant" support, dramatically increasing customer satisfaction, while driving support costs down.

Stop Wasting Time Chasing People Down!

How much time do you waste trying to chase someone down to get a piece of information? Research shows that on average people waste from 30 minutes to 1 hour each and every day chasing people down. To put that in business perspective, as much as 5% of you overall operating expenses may be wasted chasing people. That's a lot of money going down the drain! WorldSmart significantly reduces wasted time by "virtually" chasing people down for you!

"Motorsports needed a communications platform that could be easily deployed in a variety of locations and applications. With multiple retail stores, a research and development facility, and an international racing operation, we needed a solution that was flexible and cost effective. PanTerra Networks delivered on the promise. The icing on the cake has been the fanatical service and support by a very dedicated and knowledgeable team of support professionals. Thanks PanTerra Networks!"

Ron W., COO, Motorcycle Company



THE PANTERRA WORLDSMART ADVANTAGE

- Dramatically improves responsiveness
- Single service unifies all your communications: Voice, fax, secure IM, presence, email and calendaring, conferencing, web meeting, desktop share, mobility, text, and remote users
- Increased sales by being more responsive
- Improved efficiencies and productivity
- Reduced operational costs and IT budget
- Increased mobility
- Multi-location management
- 24x7x365 instant support (30-second response)
- FutureProof™ technology provider
- No on-premise hardware or software to install
- Unlimited usage for predictable monthly expense
- Integration with Salesforce.com, Outlook and other web-based applications

WorldSmart and FutureProof Communications are trademarks of PanTerra Networks. Prices and specifications are subject to change without notice.



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