Stack8

UNIFIED COMMUNICATIONS SOLUTIONS

stack8.com

North America's Leading Provider of Unified Communications Solutions

Since 2010, Stack8 has built its reputation as the true leader in the field of Unified Communications Solutions—the go-to partner for many of the world's largest companies. Specializing in comprehensive co-managed services, combined with highly unique software-based management tools focused on the entirety of the Unified Communications Stack, Stack8 has completely redefined the world of Unified Communications Solutions, making exceptional customer experience its number one goal.

Its unique business model places the company's success in the hands of the customer—expertly driven by systems and processes that enable continual customer feedback at every touchpoint and interaction. In fact, Stack8 is proud of its ability to track and then to openly and transparently share its progress and growth—accomplished through countless rigorous Key Performance Indicators (KPIs) all built into its world-class customer portal.

The company's in-depth expertise in Cisco, 8×8, Microsoft, RingCentral technologies, advanced IT and Telecom networking, paired with unsurpassed expertise in everything from messaging, audio and video collaboration, instant messaging, contact center technology, and more, ensure that it not only can meet virtually any challenge, but also always surpass its customers' expectations.

More so, Stack8 takes every opportunity to improve the customer experience. That ever-present dedication has led the company to create its proprietary, world-class Unified Communications Management Platform (UCMP)—solving the majority of previously unaddressed industry challenges —one that enables ubiquitous management, automation and control of the entirety of the UC environment, exponentially reducing time, while vastly increasing accuracy.

As a full-service solutions company, Stack8 is 100% dedicated its customers, making it simple and easy to use technology in their businesses so they can deliver on their promises. The Stack8 team becomes an integral part of its customer's team: at every step maintaining an in-depth and loyal connection, backed by expertise and systems—all while openly sharing its processes and best practices.
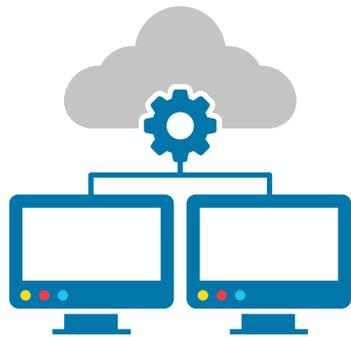
Cloud Services

Your Unified Communications (UC) should never be a burden. Let our UC Cloud infrastructures revolutionize your business.

Cloud Unified Communications

Our cloud-based Unified Communications Service—built on your choice of Cisco, Microsoft, RingCentral or 8x8 platforms all within a network of Tier 1 North America Data Centers—empowers everyone to easily navigate between communication channels and tools, all while experiencing advanced presence and routing capabilities to ensure always-on connectivity, regardless of process, preference, or place.

Cloud Contact Center

A complete collaboration solution from Cisco, RingCentral or 8x8 that enables contact centers to create highly personalized and enhanced customer experiences. Whether it is a new customer looking for new services, or a valued customer seeking a timely and accurate solution, whatever the case, your business and your brand revolves directly around your contact center.

Stack8's Cloud Contact Center Solution enables companies to seamlessly migrate to the cloud, deliver endless opportunities for enhanced innovation, grow and maintain marketshare, create a better brand experience, and build an evergreen infrastructure—free of hardware upgrades, cumbersome infrastructure management, and more.

CISCO

RingCentral®

Microsoft

8x8

Never Struggle With UC Management Again

The administrative tasks associated with UC provisioning can be overwhelming—if not just a waste of time and resources.

Whether it be the seemingly never-ending skills requirements and associated training to keep team members up-to-speed on UC technology, or the management of moves, adds, changes, and deletions that take time and valuable resources, or the mistakes made due to overly complicated UC platforms, whatever the reason, managing the complexities of UC is always a burden. But it doesn't have to be.

SMACS Manage

Enable users with little to no technical knowledge to address the majority of daily UC tasks—enabling seamless offloading of costly and redundant MACDs and daily management to the Help Desk—and providing a simple and highly intuitive interface to enable any provisioning in seconds.

SMACS Automate

Eliminate long and expensive development times for creating customized, automated workflows. Users of any skill level can immediately implement out-of-the-box functionality and integrations; as well as create custom workflows reducing typical workflow from hours to mere seconds.

SMACS Control

Enable users to consolidate much-needed metrics from the entirety of their UC infrastructure into one centralized system—enabling cost reductions, the identification of adoption challenges and opportunities, compliance adherence and risk reduction.

Unified Communications Management Platform

Our SMACS Unified Communications Management Platform (UCMP) features advanced built-in business intelligence (BI) modules, unparalleled out-of-the-box processes to accelerate and simplify provisioning, and the ability to customize interfaces based entirely on individual process needs.

Our UC Managed Services offering is a fully transparent co-managed relationship where our team becomes an integral part of your team. We maintain an in-depth connection, all while openly sharing our processes and best practices. Whether you simply need insurance or comprehensive management and everything in between, whatever it is we can help you with what you need now, all while helping you evolve as you grow.

CISCO   RingCentral®

Microsoft   8x8

Unified Communications Managed Services

A fully transparent, co-managed service for your on-prem UC infrastructure with expertise in Cisco, 8x8, RingCentral and Microsoft.

Professional Services

A comprehensive suite of UC services with expertise in Cisco, 8x8, RingCentral, Microsoft, and more—all to help you achieve your immediate business goals.

UC Business Strategy Development

Unified Communications should never be about technical systems or applications—it should always be about connecting people. And whether those people are team members, partners, or customers, creating a seamless and unified environment for people to thrive is the key to continuous success. From strategic direction, to risk mitigation, security, and digital transformation, they are all centered on UC—in short, it addresses customer satisfaction, productivity, engagement, innovation, and even cost controls and ROI.

Advanced Business Continuity Planning & Architecture

For the majority of enterprise organizations, UC is now an integral part of overall business continuity. For most it represents the totality of ensuring that the business remains up and running regardless of circumstances. By engaging with Stack8, you can achieve peace-of-mind knowing that your UC infrastructure is designed to run at peak performance, that it has been analyzed for added functionality, cost savings, ROI and is being viewed through the lens of mission-critical business continuity.

UC Infrastructure Health Check

Your UC infrastructure connects your team members, your partners, and your customers, so it is critical that you perform regular UC Infrastructure Health Checks. Our Elite Infrastructure Health Check Service provides you with a complete picture of how your system is being used and how it can be leveraged for bigger and better results. This big picture provides in-depth knowledge of the overall performance, opportunities for improvements, user experience, data integrity, reporting accuracy of your current system, and so much more.

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