

DON'T SETTLE FOR ANY PHONE SYSTEM

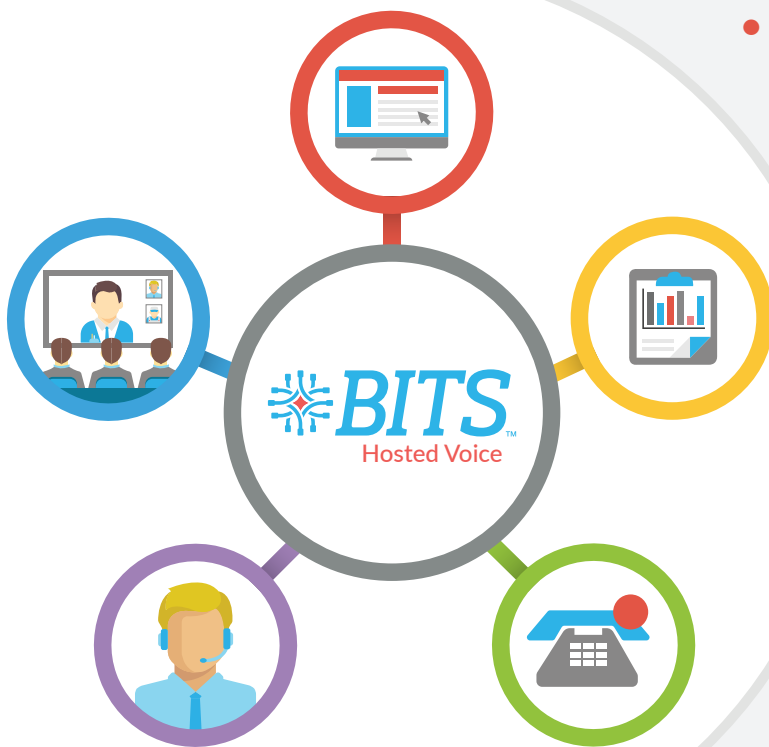
With more interaction and service requests coming over the phone, your financial institution needs more than “just a dial tone” to provide great customer service. At BITS, we can help you leverage our Hosted Voice Solution to not only improve service levels and promote loyalty, but also lower costs.



A PHONE SYSTEM DESIGNED EXCLUSIVELY FOR BANKS AND CREDIT UNIONS

Our Hosted Voice Solution provides a feature-rich communication platform that's delivered as a service. That means you can eliminate capital intense phone systems and expensive phone lines at any of your locations.

With our solution, we ensure the highest quality voice, a scalable and customizable design, feature rich options, and voice circuit and platform redundancy. With a solid infrastructure in place, your employees can communicate with ease and your customers will get the phone support they deserve.



- **MANAGEMENT / SELF-SERVICE**

Perform phone administration like adds, moves, and changes on your own through a simple, easy-to-use portal

- **CALL REPORTING**

Get detailed call metrics and reporting to measure productivity and customer engagement

- **CALL RECORDING**

Leverage on-demand or always-on recording to support service excellence, policy adherence, and regulatory compliance

- **CONTACT CENTER**

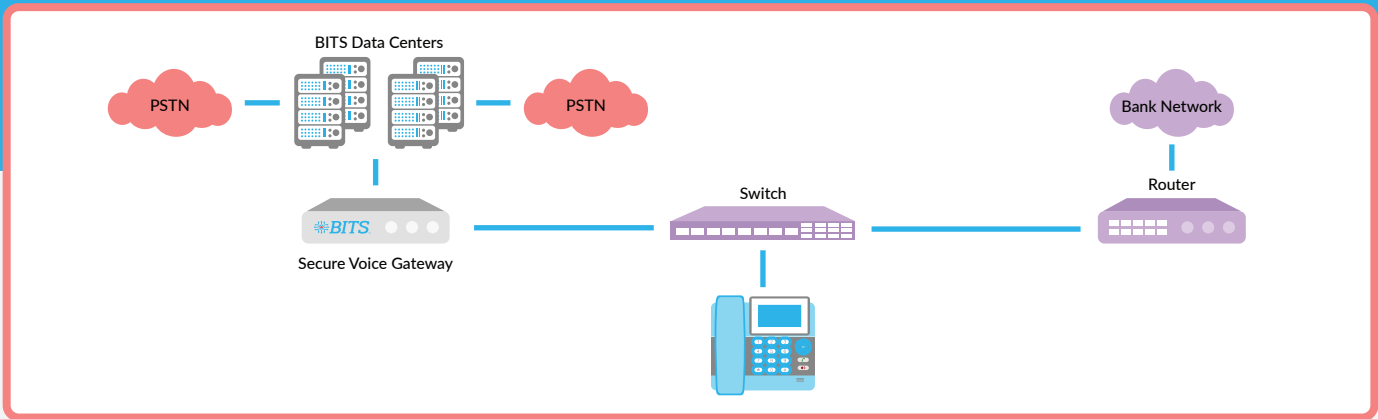
Improve customer service, better maintain relationships with your customers, and gain valuable business intelligence with built-in contact center capabilities

- **COLLABORATION SOLUTIONS**

Incorporate Cisco WebEx or WebEx Meeting Room systems to add voice and high-definition video conferencing capabilities to any of your physical locations

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OTHER BENEFITS OF BITS' HOSTED VOICE SOLUTION



USE MULTIPLE CONNECTIONS

BITS' Secure Voice Gateway (SVG) securely routes traffic back to our data centers so you can use multiple connections for optimal call routing and redundancy

BUSINESS CONTINUITY FEATURES

Our Hosted Voice Solution is inherently redundant and includes automatic data center failover, diverse voice paths, and annual testing.

STREAMLINE OPERATIONS

Consolidate service providers (phone company, consultants, telecom carrier) and create a predictable monthly expense that includes qualified engineering support.

SECURE AND COMPLIANT

Our Hosted Voice Solution is secure, redundant, and proven with an updated roadmap that ensures we stay ahead of ever-changing industry guidelines

WHY TRUST BITS?

BITS is not a publicly traded company that's driven by profit. We are owned by banks and built to exclusively help community financial institutions create a better banking experience for their customers.



OUR IMPACT

We have 14+ years' experience and serve 100+ banks and credit unions, totaling 1000+ locations



OUR FLEXIBILITY

We understand that every financial institution has unique voice and collaboration requirements



OUR SERVICES

We manage more than 15K phones and offer complementary network and security services



OUR PARTNERSHIPS

We have strategic partnerships with technology leaders to improve our customers' experiences

LOOKING FOR A NEW PHONE SYSTEM OR RENEWING YOUR VOICE CONTRACTS? REACH OUT TO US FIRST!

Learn how we can provide a solid infrastructure that enables your employees to communicate with ease, and your customers to get the high-quality phone service they deserve.

WWW.BITS.US/VOICE

888-400-BITS