

MAY 2023



NUWAVE's VALUE PROPOSITION FOR MICROSOFT TEAMS



Modern Work

Specialist

Calling for Microsoft Teams
Meetings and Meeting Rooms
for Microsoft Teams

NUWAVE Communications

PROVEN EXPERIENCE & RELIABILITY



As a Global Voice Carrier, **NUWAVE** has **20+ years of experience** delivering communications services to customers worldwide and developed **iPILOT** - an **Award-Winning SaaS Platform** to manage and deploy NUWAVE's hosted Direct Routing Service for Microsoft Teams.



CLOUD VOICE

Carrier-Grade, Cloud Voice for BOTH Operator Connect and Direct Routing



TEAMS SMS

Send Texts, images and more with Business Texting for MS TEAMS



FAX INTEGRATIONS

On-Prem and Cloud Fax Integrations for your Cloud Voice Solution



iPILOT AUTOMATION

First in class, voice automation, provisioning, and management platform



CALL RECORDING

Compliance Call Recording with AI integrations and scripting



ANALOG INTEGRATION

Whether you have on-prem or analog devices, iPILOT has solutions for your needs



Modern Work

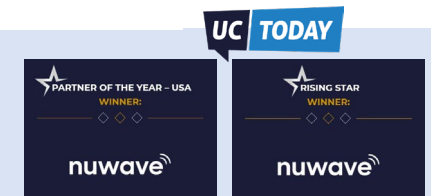
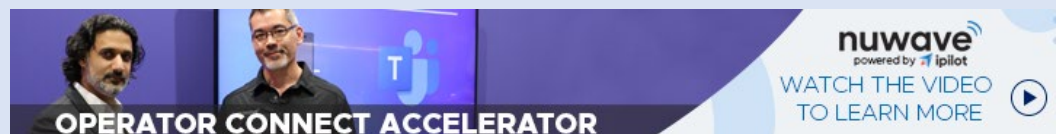
Specialist

Calling for Microsoft Teams Meetings and Meeting Rooms for Microsoft Teams

Why NUWAVE?

- ✓ No Onsite Hardware, reduced CAPEX. Only an Internet Connection is Required.
- ✓ 1 to 1 Connect to Microsoft via Azure Peering Services
- ✓ Deployment Support with dedicated Porting and Engineering Specialists
- ✓ Reduce Deployment Costs and Timelines by using the iPILOT Self-Service Portal

A Few of Our Partners:



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An Innovative Solution for for Connecting Voice Services

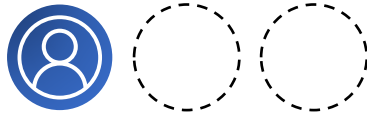
Problem for Carriers:

Conventional Cost

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Operator Connect and OCM is costly to setup and scale.

Lack of Resources



Sparsity of engineering & capable resources.

Time to Market

Months to Years

Delayed time to market in setup & complexity.

Conventional Cost



Carrier dependent on network infrastructure that can be limited in regional or global reach.

NUWAVE Solution.

NUWAVE Solution

Opex Opportunity

Only pay for what you use. NUWAVE's platform allows for maximum scalability.

Complete Automation



Zero-touch, fully elastic automated platform with a full Deploy, Manage, Support life-cycle enablement.

Time to Market

Enabled in 30 Days

Deployment of your Microsoft Teams Operator Connect Offer in days, not months or years.

Global Reach & Scale



Geo Redundant Global Network Coverage through partnered Carriers/NUWAVE network in Operator Connect



Ready for Market

Microsoft Teams Global Voice Platform Built for Rapid Consumption



BYOC Platform

- ✓ **Expand your reach** by adding Global service and connecting to our geo-redundant, carrier-grade network
- ✓ **Enhance your Microsoft Teams Service with additional feature adds** like Microsoft Teams SMS, Cloud fax, and Call Compliance
- ✓ **Introduce your Voice Service to the Growing Operator Connect and Cloud Calling Marketplace.**



Application Marketplace

- ✓ **White Label Ready** - Platform Full customer life-cycle management
- ✓ All-in-one platform to **manage your resellers, partners, and customers**
- ✓ **Zero touch provisioning** for your customers and resellers
- ✓ **Quote to Cash** - Easily provide a link for your customers and resellers to start a POC with your service





Easily **Connect**
Your Services to
Our **Global Marketplace**

Global Network

North America

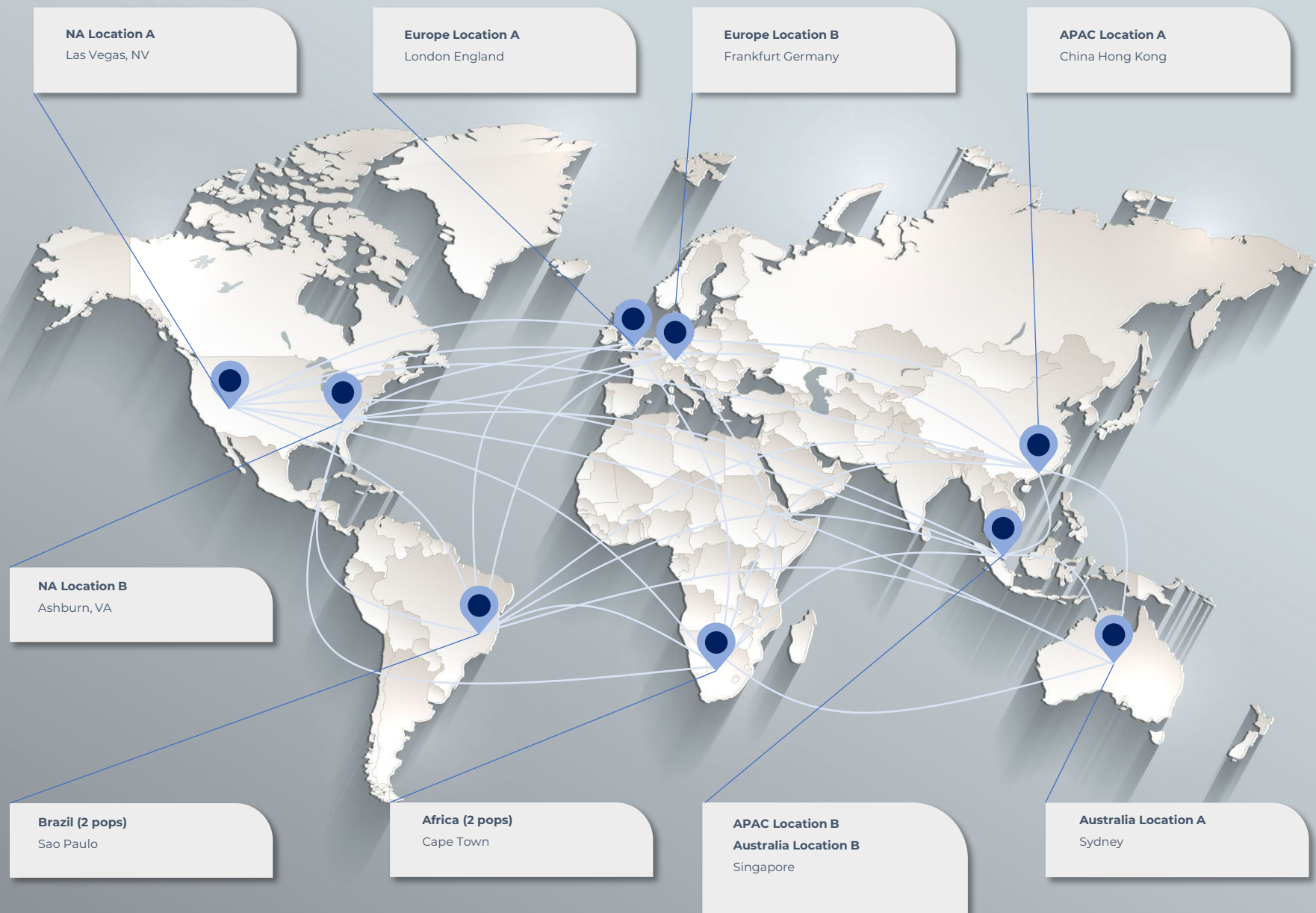
Europe

South America

Oceania

Africa

Asia Pacific



Operator Connect Accelerator

Built for Carriers

An Innovative Solution for
for Connecting Voice Services

The SYNTHESIS platform is created to fill the gap and give speed to market for Carrier networks **looking to offer their own OEM Voice Services.**

By interfacing with OEM API infrastructures through **iPILOT** and acting as the “front end” for a partner’s network, **NUWAVE does all the heavy lifting**, essentially meshing the NUWAVE’s carrier grade redundant network with the partners’ for the most optimal routing and resilient delivery of services through Microsoft Teams.

SYNTHESIS Solves for:

API Integrations

Global Connectivity

Automation/Management

MAPS Connection

White-Label Ready Solution



The Business Case for Today's Market

Single Pane of Glass

No easy way to connect your current service provider or to your existing Cloud architecture that enables your remote work. This results in a company managing a variety of different services while trying to tie them together, which causes higher overhead costs, operational complexity, and long response times from providers.

Faster time to Revenue

Because of the complexity of provisioning, enabling your Cloud Network can take a long time to implement, sometimes having to wait weeks or months before getting your service or users up and running.

Reduced Overhead & Cost of Administration

Connecting your Voice Network to your Cloud Office can have a complex onboarding and provisioning process, which requires extensive coding knowledge and a team of Engineers to be able to provision new users, assign new numbers or make changes to your current network.



Single UI
Management



Faster Revenue
Streams



Zero-Touch
Provisioning

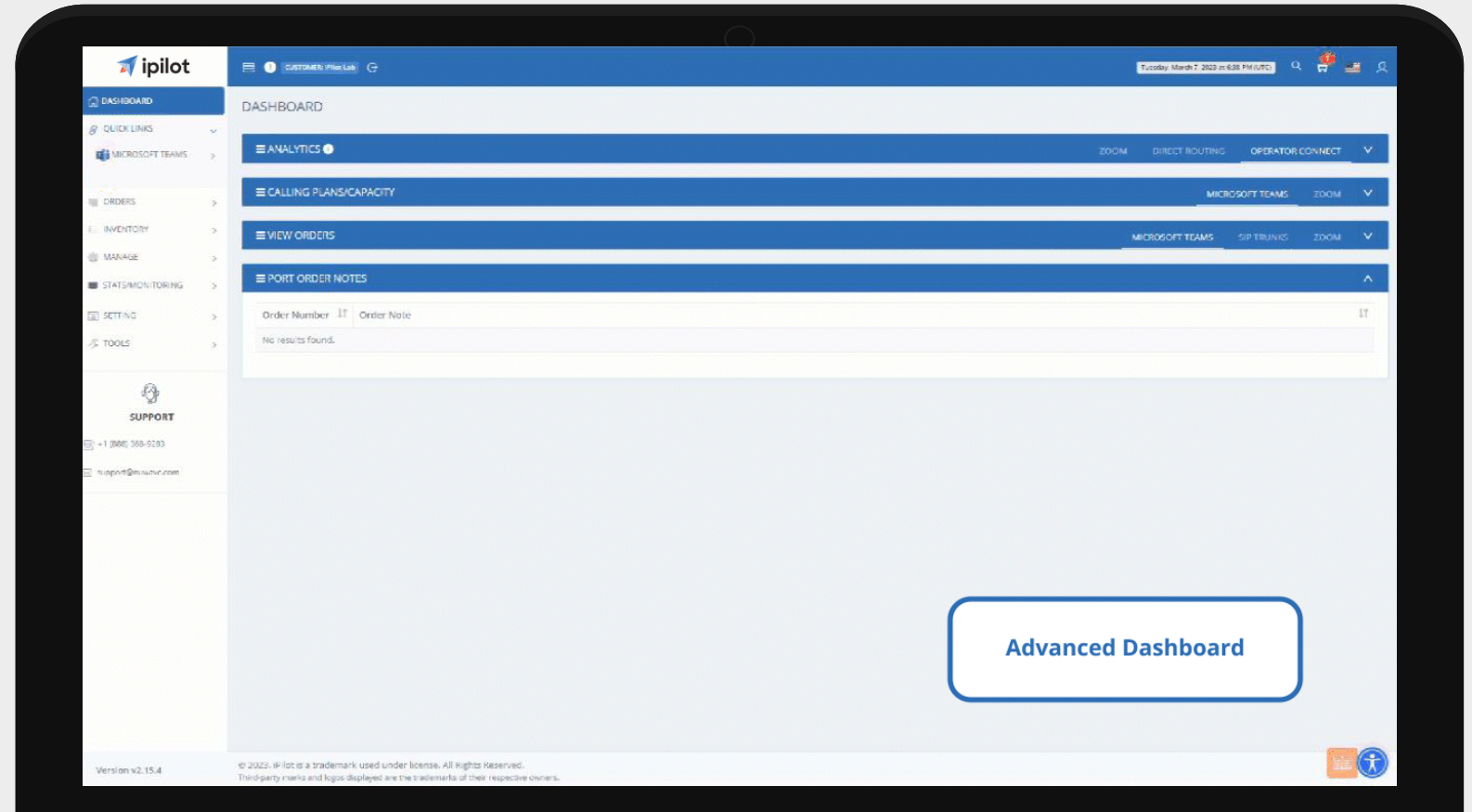


An Advanced Microsoft Teams Management Platform

Easy to manage,
White-label ready

iPILOT is a cloud-based platform that delivers comprehensive provisioning and lifecycle management capabilities for Microsoft Teams users.

iPILOT enables efficient deployment of Microsoft Teams & SIP through quick provisioning, capacity management and analytics for enterprises, carriers, and cloud service providers



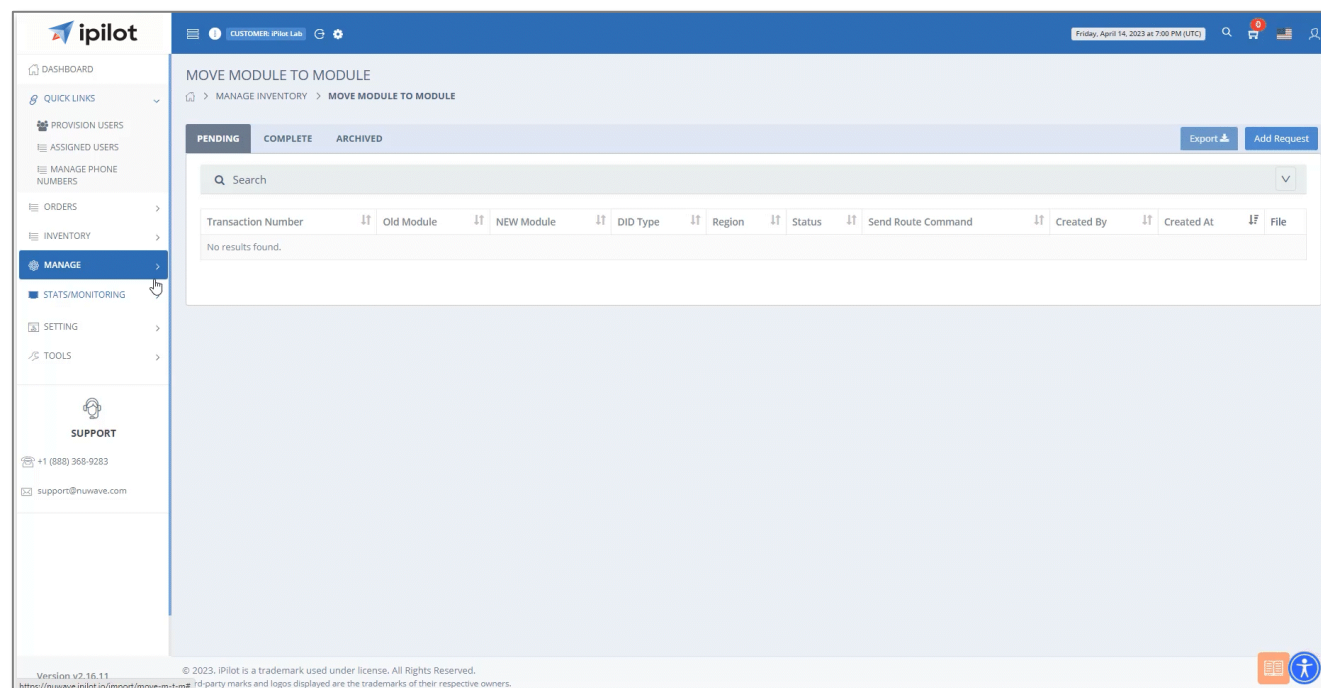


Migration Tools

Easy to use Migration tools for Migrating from or to different systems.

- Legacy PBX to Microsoft Teams
- From Direct Routing to Operator Connect
- Operator Connect to Direct Routing

Migration tools



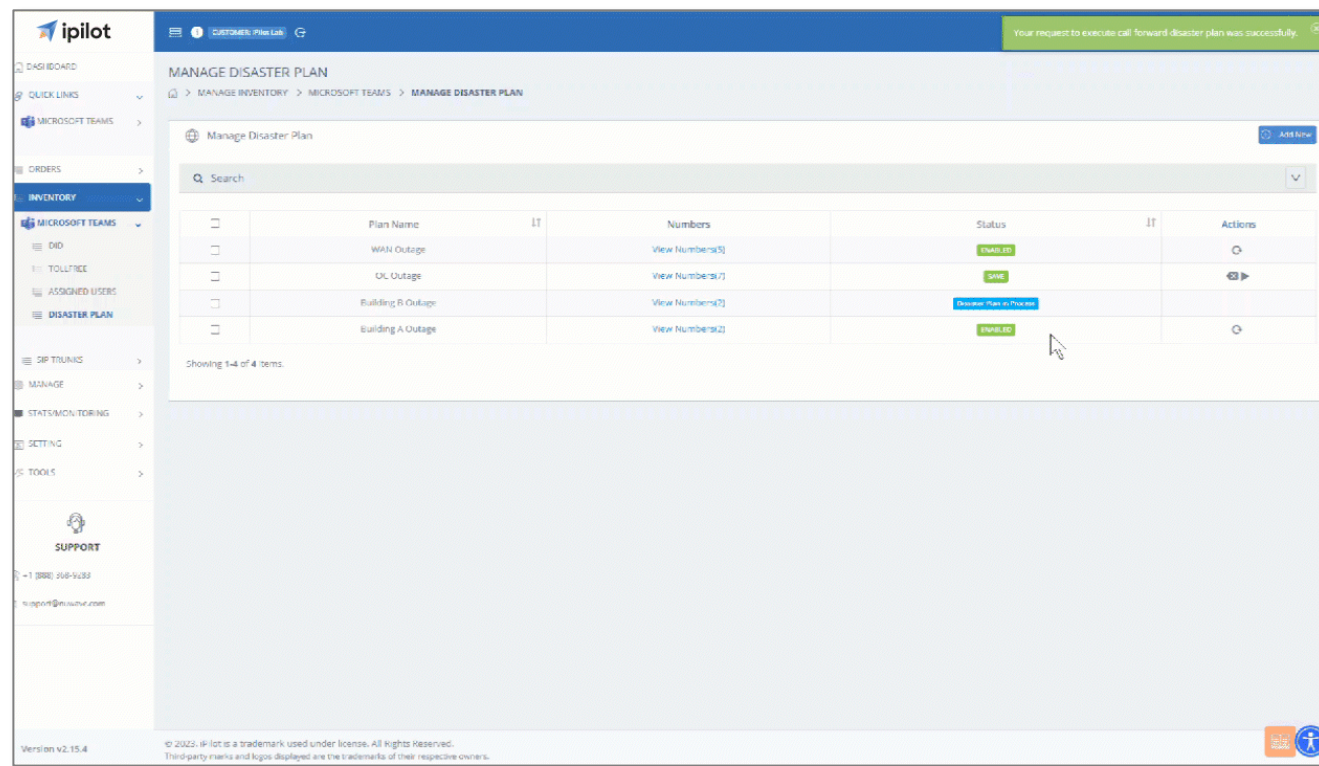


Planning

Versatile Disaster Plans with flexibility to mitigate multiple forms of outages for customers. Built in PBX Assessment tools to efficiently plan your migrations.

- PBX Assessment
- Disaster Planning
- Account Provisioning Staging
- Phone Number Self-Service Porting

Disaster Planning:



Plan Name	IT	Numbers	Status	IT	Actions
WAN Outage		View Numbers(5)	ENABLED		
OL Outage		View Numbers(7)	ENABLED		
Building B Outage		View Numbers(7)	Disaster Plan in Progress		
Building A Outage		View Numbers(2)	ENABLED		

Showing 1-4 of 4 items.

Version v2.15.4

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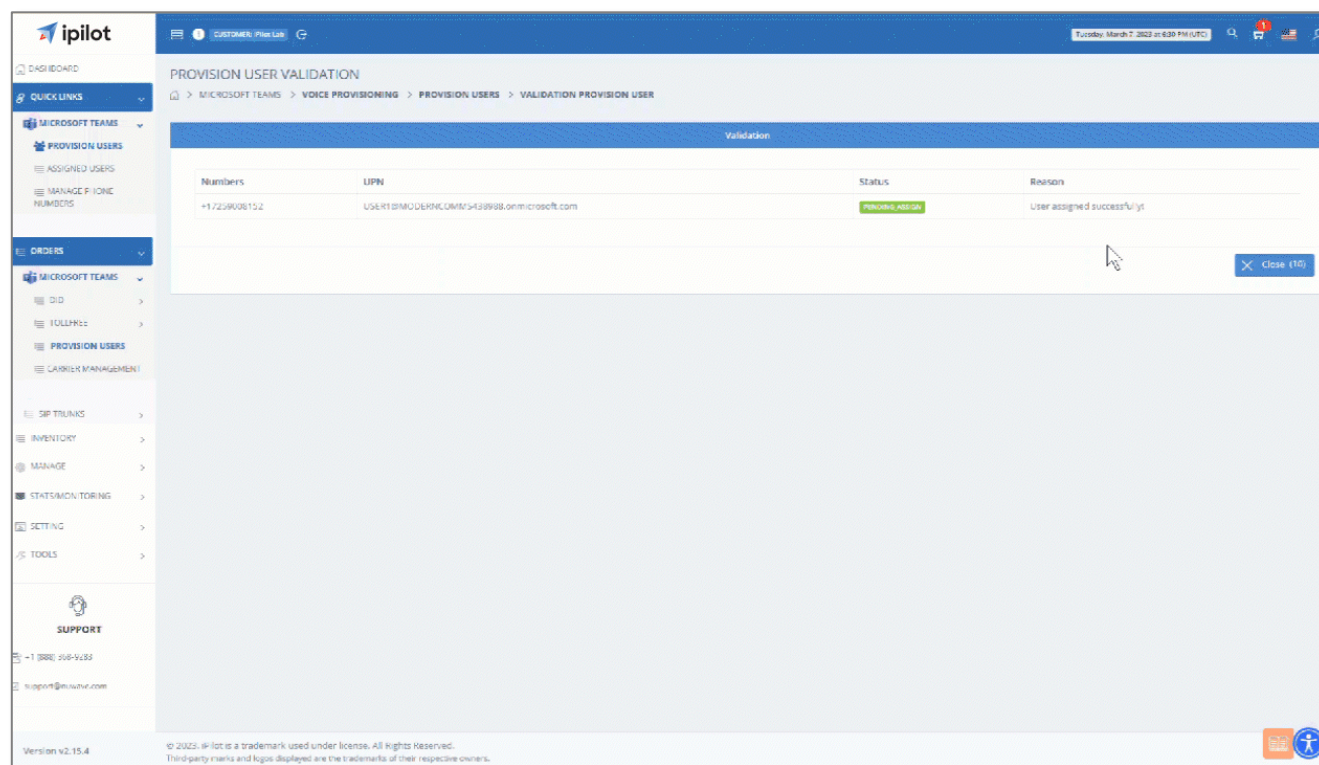


Automation

End-to-end communications management platform that is unmatched in the industry with its high level of service availability and support.

- Number activation
- Direct Routing Tenant Configuration
- Bulk Phone Number Assignment
- MACD for Teams Voice
- Carrier Management
- iPILOT Controlled Operator Connect
- Phone Number Assignment

Provisioning:



Migration



Planning



Automation



Analytics

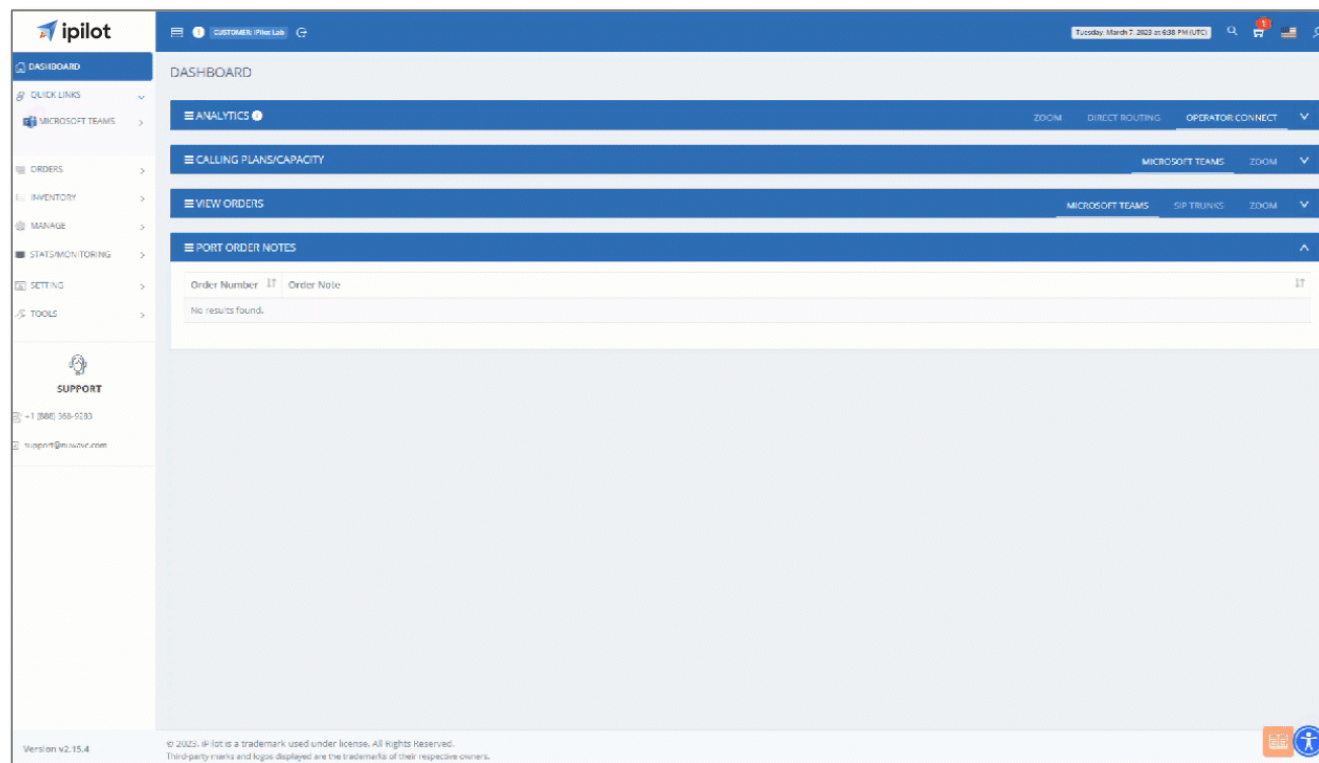


Analytics

Full-service analytics and reporting features, including:

- Quality of service reports
- Call logs
- Call Data Records
- Call quality dashboard
- Error Status reporting

Analytics:





1

Welcome to the First Step in your iPilot Free Trial

Before getting started,
there are a few pre-requisites that will need to be completed.
Please follow the steps below in order to successfully launch your iPilot Trial.

Once you have completed the pre-requisites, please scroll down to step 2 below

Create New Operator Connect Account

You can either follow the instructions in the documentation link down below,
or follow along with an instructional video to create a new account.

Operator Connect Quick Start

Helps SMB to Enterprise

- **Solve for self activation** of Teams OC Voice Without sales or engineering and carrier dependency
- **Enable POC without much overhead**
- **End customers can consume POC** - Self-Guided provisioning of Microsoft Teams Voice users

Self-Activation for Customers

- **100% automation** reducing the engineering time.

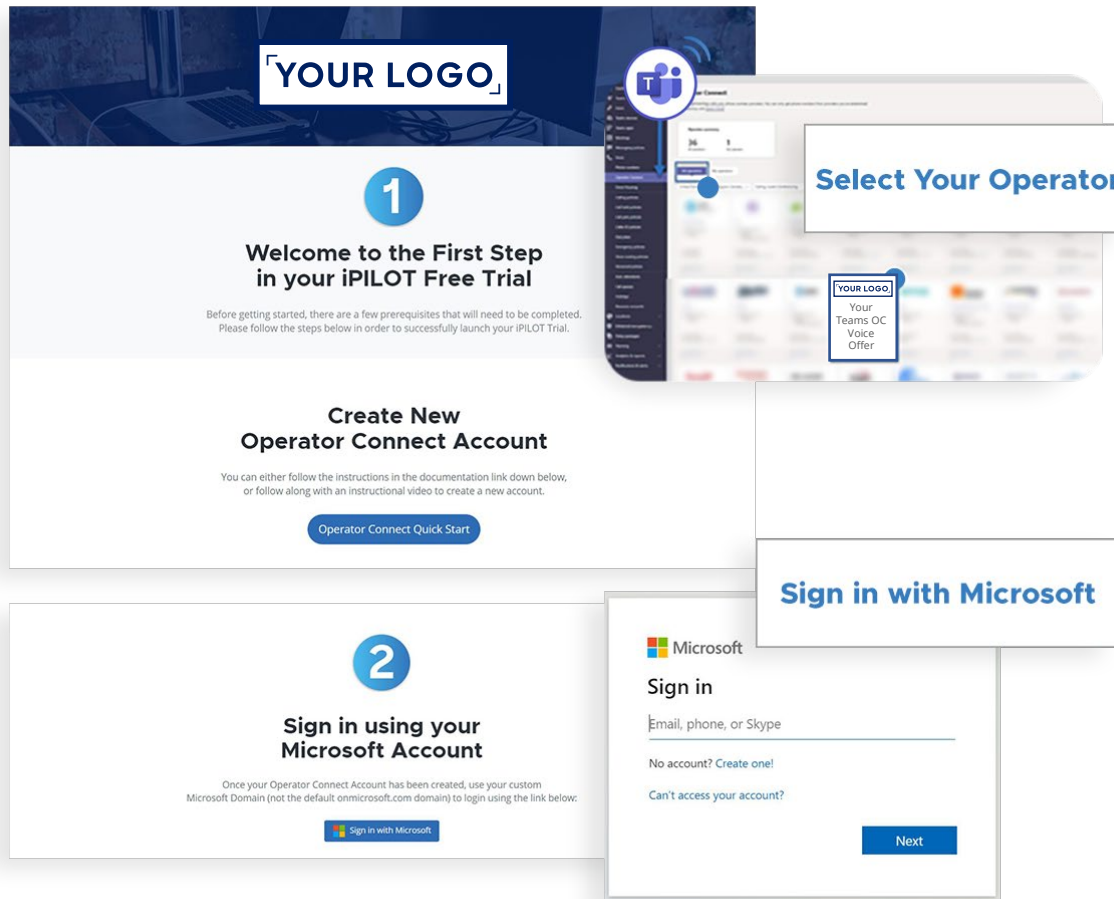
Scale markets

- **Lowers overhead** - enabling Organizations without massive investment
- **Attracts potential customers** - Market to unknown SMB organizations through your website or Social Media
- **Speed to market** - Partners are up and running within 30 days



Built for the scalable SMB Practice

iPILOT Ascent is a customizable landing page for customers to quickly signup for a Proof of Concept.



1 Build your Voice Offer for OC

Using iPILOT and SYNTHESIS, **quickly meet the requirements to build your own Microsoft Operator Connect Voice Offer** and display it in the Microsoft Teams Admin Center.

2 Customize your Landing Page

iPILOT Ascent is a **customizable landing page** which allows you to share your own **unique url for your customers to signup for your offer.**

3 Sign up new customers

Using their own Microsoft Account, Customers simply need to follow the steps to **quickly sign up for a 60 day POC** of your Microsoft Teams Voice Offer.

iPilot Proof of Concept

Enable Free Trials

In only a few minutes, your customers can self-enable a specified, time-limited POC of your Microsoft Teams Voice offer.

Enable your customers and partners with the most industry disrupting tool in the market for Microsoft Teams.

What you can include in your Free Trial:



Carrier Partner Voice
Network



iPILOT's first in its class
automated provisioning
platform



Unified, Simple, and fast
Microsoft Teams Calling
Experience

iPILOT Benefits

- ✓ Set-Up: Automated Provisioning including Self-Activation
- ✓ Duration: Free Trial periods can be customized as needed
- ✓ Carriers' Voice: Ability to enable Free Trials (Immediate Trunk & DID Availability)
- ✓ Built for the Global Market: Multi-Lingual User Interface
- ✓ Business Continuity: Extensive learning and knowledge base to leverage lower cost resources

iPILOT delivers the best unified calling experience for Microsoft Teams in the market today.



Unified Solution



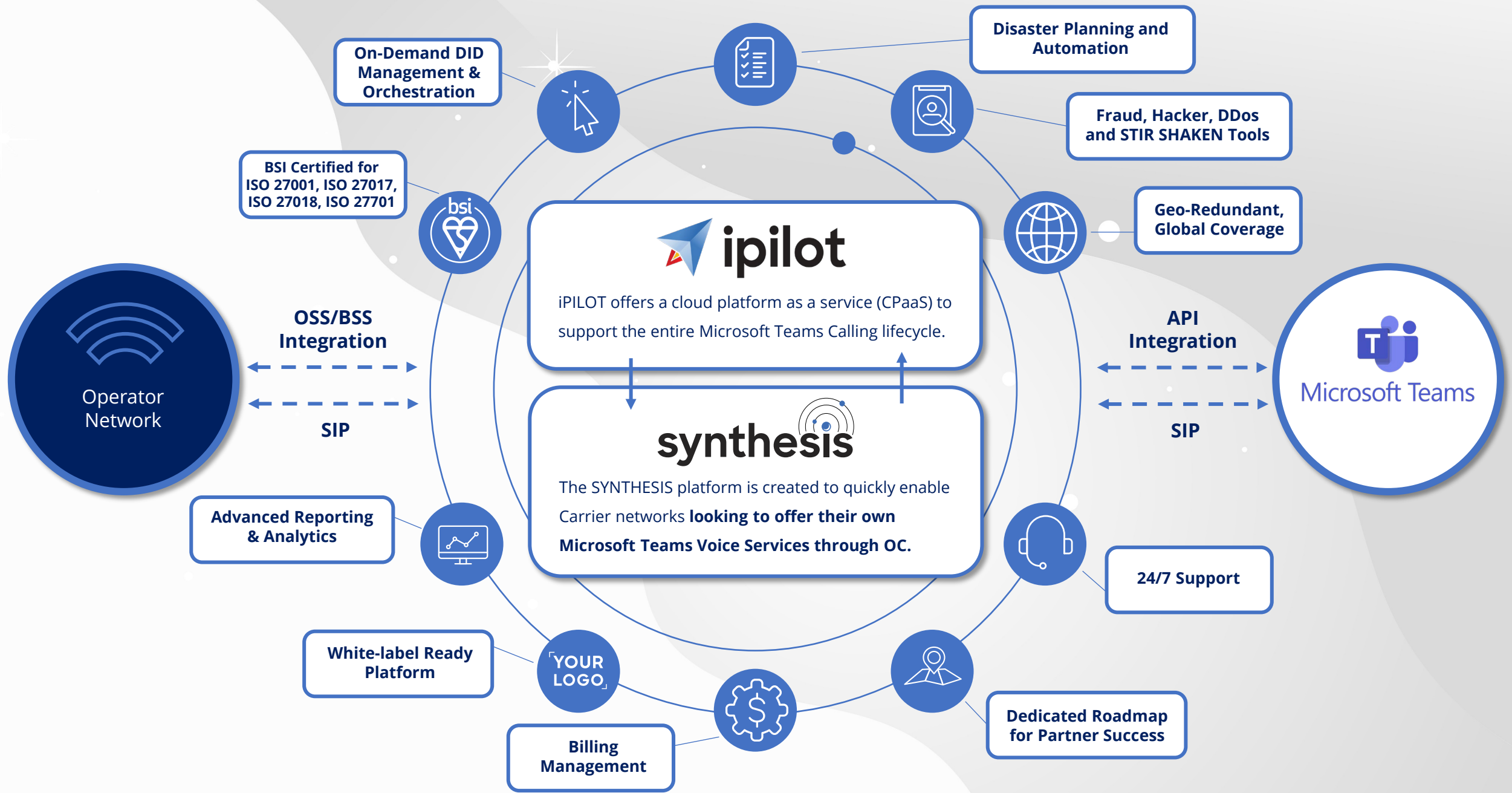
Single Pane of
Glass Management



Global Compliance



Enabled in Minutes



Key Features

Microsoft Certified SBC Vendor

- ✓ Operator hosted SBC
- ✓ OCA supplies proxy SBC to Teams
- ✓ SBCaaS from OCA
- ✓ OCA white label

API Integration

- ✓ OCA supplies proxy/mediation API
- ✓ OCA dedicated API module per partner
- ✓ OCA hosted (whitelabeled customer portal)

Network Connectivity

- ✓ Operator peering to Microsoft via MAPS
- ✓ Peering to OCA via MAPS
- ✓ No integration (OCA white label) MAPS

OSS/BSS Integration

- ✓ API bridge to partners OSS/BSS
- ✓ No integration (OCA white label portal)

Telephone Numbers

- ✓ Operator is the range holder
- ✓ OCA is the range holder

SIP Trunk Connectivity

- ✓ Peering service
- ✓ Private trunk

Migrations

- ✓ Cross-product migrations (OC/TPM/DR)
- ✓ PBX and cross-platform migrations
(e.g. Avaya to Teams)
Customer migration to Teams
(provisioning users and numbers)

Customer management interface

- ✓ Combined interface for DR and OC
- ✓ Sales engagement and workflow automation
- ✓ Provisioning and management automation

Billing integration

- ✓ OCA hosted billing service
- ✓ OCA supplies billing integration
- ✓ OCA white label for telcos (customer portal)

Key Features

GTM support

- ✓ GTM training
- ✓ Market sizing and market opportunity analysis
- ✓ Template tooling to generate a landing page

Integration & Interoperability

- ✓ 3rd Party ISV integration via API
- ✓ Contact Center Integration
- ✓ Emergency services integration

(Legacy) Devices & Analog support

- ✓ Analog support (paging systems, lift phones, fax machines, ATAs)
- ✓ Legacy devices support (PBX's, desk phones)
- ✓ Personal and meeting room devices

Supportability and monitoring

- ✓ 24/7 Network monitoring analytics
- ✓ 3rd Party Ticketing system integration via API
- ✓ Service Availability SLA
- ✓ Software Lifecycle Management

Security and Compliance

- ✓ Compliance Call Recording
- ✓ Robocall & Spam prevention

Channels & Resellers

- ✓ White labeled portal for resellers
- ✓ Custom SKUs / plans

How NUWAVE's ISO Certifications Benefits NUWAVE Partners



NUWAVE has recently increased its security posture by adding 3 more ISO certifications to its existing ISO 27001 status. ISO 27017, 271018, and 27701 certifications are now also in place for meeting the NEW Industry standard for protecting Enterprise Cloud services that NUWAVE takes to market to customers and enables through its Partners.



NUWAVE has chosen to implement the most trusted global security certification, audited by independent bodies to ensure compliance with strict standards of practice, fostering trust and assurance.

Reduces

the risk of cyberattacks...
by processing customer data securely according to best practices.

Improves

process and strategies...
by creating repeatable systems of accountable measurement.

Increases

system and business resiliency...
by designing and testing business continuity management.

Aligns

to customer requirements...
by recording customer requirements and auditing compliance.

Structures

policy to comply with complex regulations...
by documenting regulatory obligation and auditing compliance.

Establishes

trust, confidence and assurance...
because NUWAVE adheres to an international standard with measurable accountability to partners and customers.

Thank*you*