Nice to Meet You!

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Channel Partner Manager
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Thanks for Joining

Chris Wallis
Indiana Manufacturers Association
Director Of Membership Development

IMA
Indiana
Manufacturers
Association

Hello!

Stephen Howard
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Agenda

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- Macroeconomic Environment

- **Manufacturing-specific Challenges** *(in general and for IT leaders)*

- **Security**

- **Reliability**

- **Cost**

- **Level365 - What, How & Why**

- **Takeaways / Next Steps**

The Current Macro Environment

Let's talk a little bit macroeconomic factors and challenges that we are seeing first hand.

Talent Management
Keeping staff & hiring. Low unemployment. Open Jobs > Available Workers

Economic Slowdown
Potential recession, inflation, and general uncertainty abound.

Hybrid/Remote Work
Companies adjusting to new normal. Struggles to keep staff connected.

Current Manufacturing Challenges

Deciding the future of your organization's communications is no small task. One of the biggest decisions is choosing whether to continue supporting a legacy, on-premises phone system or migrating to a cloud-based solution.

Security
Focus on all infrastructure. Ensuring security in the cloud.

Reliability
End of life systems. Multiple locations. Key puts & takes between on-prem and cloud.

Cost
Budgets and other projects Is a new system that is efficient, secure, reliable, and flexible also affordable?
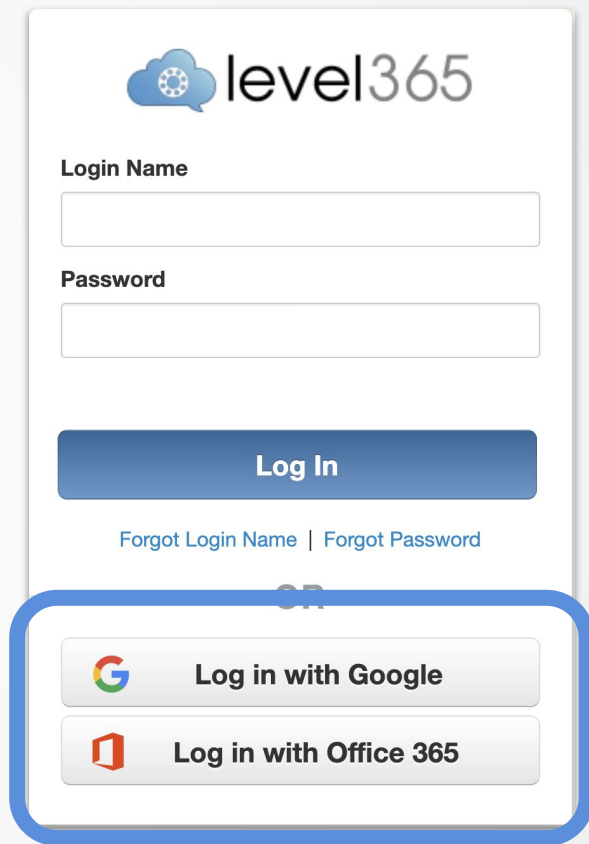
Security: Your data is SAFE

Level365 is **SOC 2 Compliant**, meaning we've taken extra steps to ensure security, availability, processing integrity, confidentiality, and privacy of our client's data.

PRIVACY

SECURITY

CONFIDENTIALITY

SOC 2
CERTIFICATION

AVAILABILITY

PROCESSING INTEGRITY

AICPA SOC
aicpa.org/soc4so
SOC for Service Organizations | Service Organizations
™

Reduce Password Theft

Single Sign-on reduces the number of attack surfaces and password theft. This streamlined experience will make your employee's mornings smoother by giving them one less thing to think about. Plus, no more resetting passwords.

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Login Name

Password

Log In

Forgot Login Name | Forgot Password

OR

G Log in with Google

Log in with Office 365

Extra Layer of Security

Multi-Factor Authentication (MFA) adds an additional level of security to your accounts through the use of a 'time-based one-time password' (TOTP). A TOTP is a time-sensitive code that regenerates every few minutes through a security app, like Google Authenticator. MFA protects against fraudulent activity caused by compromised credentials.

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A Network You Can Trust

Level365 is SOC 2 and HIPAA compliant, meaning your data is completely secure.

Vanta
HIPAA
MONITORED BY VANTA

Vanta
SOC 2
TYPE II
ED BY VANTA
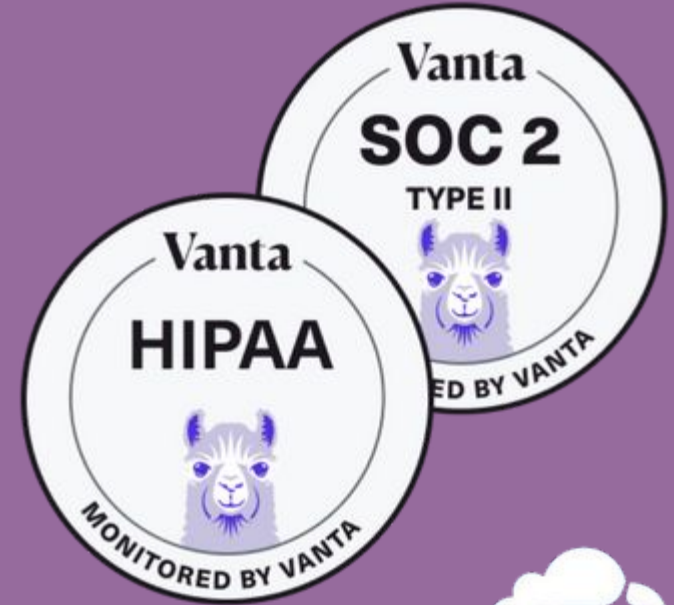
Protected by CLOUDFLARE

Reliability for End-of-Life Systems

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- Aging Systems
  - Difficult to maintain and find replacement parts
  - POTS lines being decommissioned
    - FCC order (Order 19-72A1)
    - AT&T and Frontier have started notifying some customers

- Hidden Costs of an Onsite Phone System
  - Time and effort spent supporting multiple locations
  - Yearly maintenance fees
  - Replacement/repair cost for existing onsite equipment
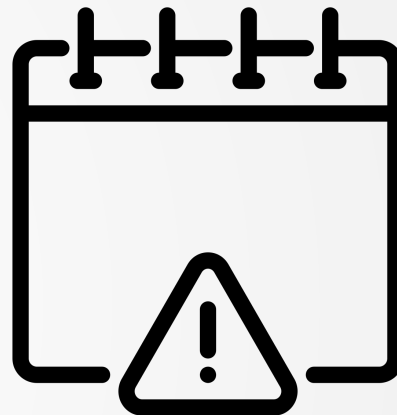
Resource Links:
(1) [Top 5 Signs You Need a New Phone System](#)
(2) [3 Reasons Not to Wait to Replace EOL Phone System](#)
(3) [Hidden Costs of an Onsite Phone System](#)

Cost

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- ## Focus on Total Costs of Ownership (TCO)
  - TCO factors in everything - monthly, yearly, upfront, renewals, maintenance, and other fees
  - Time and effort spent keeping up with multiple locations
  - Yearly maintenance and other fees

- ## TCO Will Factor in Replacement Costs
  - It's not just the monthly cost you are paying right now for your aging onsite system but rather what it would cost you now/today to replace what you might have purchased years ago
  - To keep paying that monthly cost, you might have to "invest" hundreds of thousands of dollars upfront
 - There are warranty and extended warranty and renewal costs
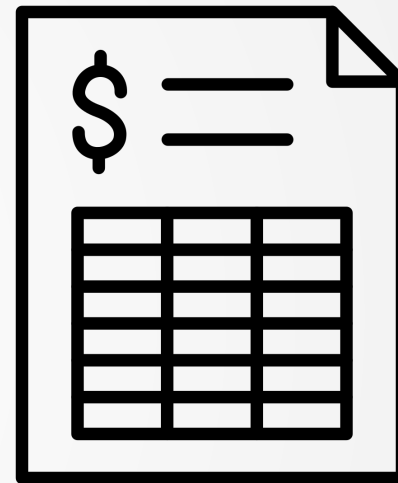
Case Studies:
(1) Safeway Logistics: Complications/Expense of Onsite System
(2) Sesco Group: Replaced Self-Described "Ancient" System

Total Cost of Ownership

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Telecom Comparison Analysis
for EXAMPLE COMPANY (Generic Example)

	Provider	Level365	Provider #1	Provider #2	Provider #3	Current
	Term of Agreement	24 Month				
Monthly Cost						
47 premium users & 13 basic	UCaaS Users	$1,455		$1,500		
(total user count = 60)	Voice Services	incld				$1,128
	Unlimited Long Distance	incld				
	Unlimited Training	incld				
	Unlimited Support	incld				
4 fax lines via ATA devices	Fax Lines	$120		$100		
5 numbers enabled for texting	SMS Service	$10				$750
	Quality of Service Monitoring	$25				
$1.50 per user	Surcharges	$90		$349		
Total Monthly for Voice Services		**$1,700**	**$0**	**$1,949**	**$0**	**$1,878**
Annual Cost						
	Annual Support Agreement	$0				
	Annual Software Renewal	$0				
	New feature add-on or upgrades	incld				
Total Annual Costs		**$0**	**$0**	**$0**	**$0**	**$0**
One Time Cost						
porting 25 numbers	Porting Charges ($10 per number)	$0				
purchase of 4 faxing ATAs, 60 telephones,	Telephones & Equipment	$9,040		$9,000		
	Onsite Installation	$0				
	Training	$0				
Total One Time Cost		**$9,040**	**$0**	**$9,000**	**$0**	**$0**
Misc Cost						
	Onsite Support/Service Calls	inlcd				$1,800
	Telephone Support	incld				$0
Total Misc Cost		**$0**	**$0**	**$0**	**$0**	**$1,800**
Estimated 3 year TCO		**$70,240**	**$0**	**$79,150**	**$0**	**$69,408**
3 Yr Price Difference		**$832**	**-$69,408**	**$9,742**	**-$69,408**	**$0**
Avg Monthly Price Difference		**$23**	**-$1,928**	**$271**	**-$1,928**	**$0**
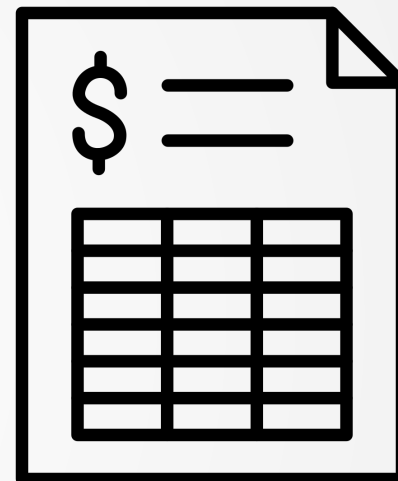
About Level365

Level365 brings all the tools your team uses to communicate–like **voice**, **video**, **SMS**, and **chat**–into one platform you can **access from anywhere**. Whether you're working in-person or remotely, our platform can get you **connected with the right people** when you need it.
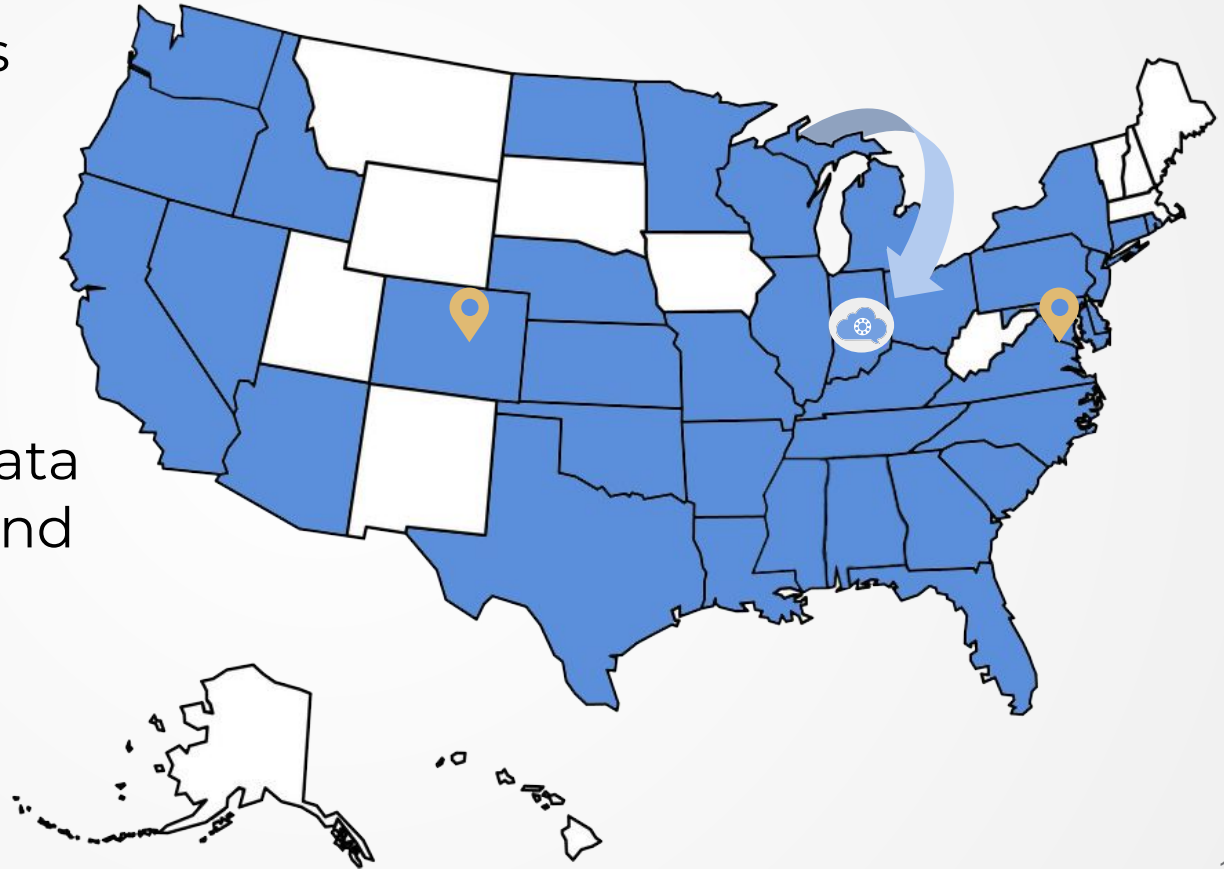
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Customers throughout the USA

We have customers throughout the country.

We are headquartered in Indianapolis with data centers in Denver and Hernon, VA.

Key Features

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Level365 offers a better phone solution that is customizable and scalable for your organization.

Mobile Applications
With our convenient smartphone features, put your business in your hand. For iOS & Android.

Web Portal
Users are able to access all the features of our UC platform with an easy to use website.

SMS/Chat
Maintain your professional identity with business contacts as you communicate.

Cloud Faxing
Send and receive faxes from multiple sources while eliminating the need for expensive phone lines.

Collaboration
Video collaboration, file sharing and screen sharing available through our Web Portal. Delivered over WebRTC.

Analytics
Gain insight into user performance with a range of detailed reporting available via the Web Portal.

Cloud Technology
UCaaS provides lower TCO and supported by providing services using cloud resources.

Call Center
Enables agents to be more effective on the phone. A feature-rich solution for complete customer engagement.

Integrations
Connect with more than 25 CRM, ERP, and Help Desk application options. Gain access to a full sales and automation platform.

Why Level365? Our Advantages.

Lower costs, more features
More advanced functionality than a traditional phone system.

We handle everything
From initial setup to porting your numbers to maintenance and ongoing support.

Monthly service
No required long-term contracts. We earn your business every month.

No lost calls
With our service you can work from anywhere with our Mobile and Web App.

Minimal equipment
Unlike traditional service, our system requires minimal onsite equipment.

Maintenance
We handle maintenance of our cloud-based system so you don't have to worry about it.

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Yealink Advantages for Mfg.

Yealink Phones & Paging Equipment

- 3-Year Warranty on all phones phones purchased from Level365
- Not available if purchasing phones from most other Yealink resellers

Paging
Compatible with multiple paging system, includes bells and phones, enabling timely notification in emergencies

Cost-Effective
Yealink phones has advanced features with competitive price, provide solutions from entry to high level
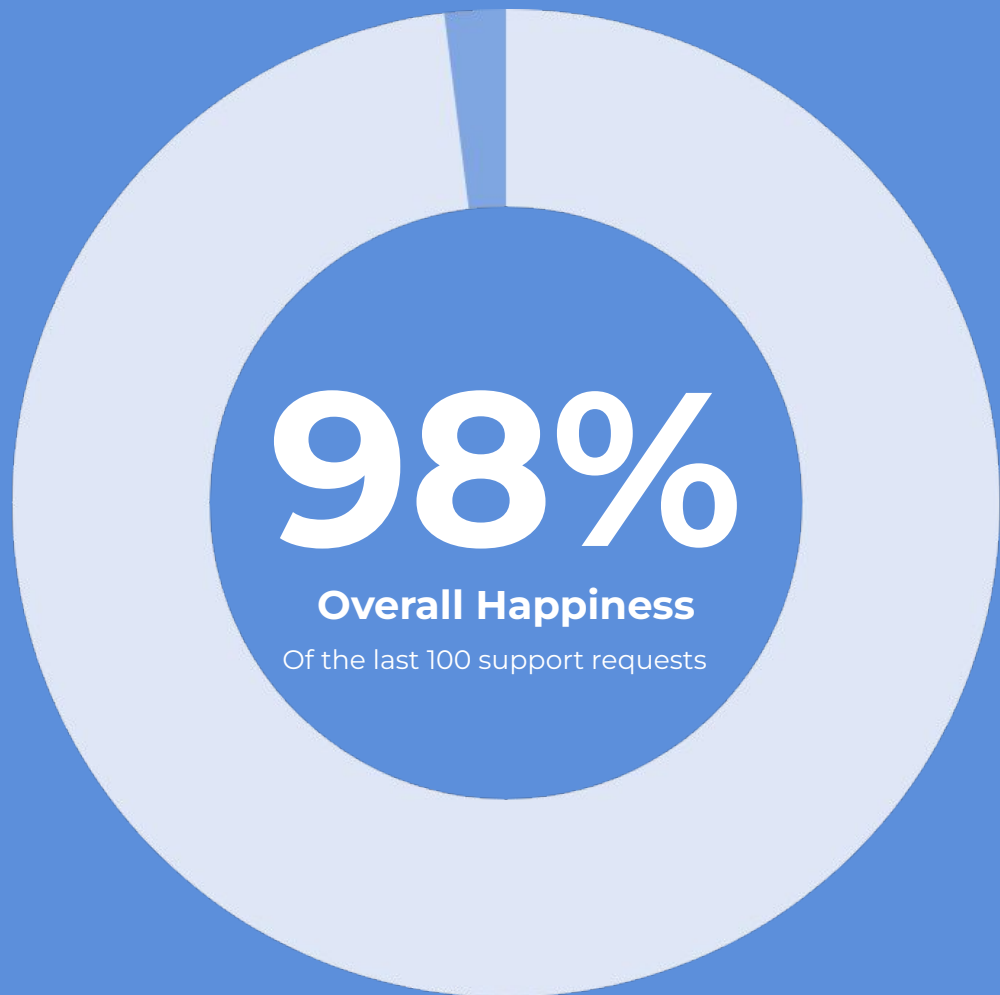
Wireless DECT Solution
Comprises W60P andCP930W, power up wireless workplace, increase mobility and support efficient provisioning

Tech Support

Talk to a REAL person inhouse within seconds via phone, email, or chat.

Service and Support

98%

Overall Happiness

Of the last 100 support requests

"The support I receive has been very helpful. I appreciate Jorge's patience and diligence to help."

- October 28, 2022

"Eric (and Jenny) went above and beyond over a weekend to help us with a crisis that we were able to resolve with their assistance. Give them both HUGE raises! (or at least, a ""kudos"" from us!)"

- October 28, 2022

Next Steps

Webinar Replay Email
We'll send you an email with a link to the Webinar Recording and PPT.

Connect with Us
Reach out to us to learn more and discuss your specific needs.
Get an ongoing 10% monthly discount on our service *(Indiana Manufacturers Assn Members)*

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> **"** This was the absolute best conversion I've done since I've been here, of ANY system, and that's been 27 years! Erica and her team made the original installation of the NEC system go smoothly, but this was so easy peasy. Jamie, Rebecca and Philip were so great to work with. The system seems very user friendly. I couldn't be happier! **"**

Lea Jessup | Technology Director
Sheridan Schools Corporation

"The Indians were not only looking for a phone system that would make us more efficient and provide better service to our fans, we were looking for a partner to help us accomplish these things.

We found that Level365 delivered on both these things and more.

MATT GUAY | Assistant General Manager – Tickets & Operations

INDIANAPOLIS INDIANS

Questions?

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Connect with us!

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