



**BECLLOUD**

Solutions for innovation

# Innovation, inspire new ideas

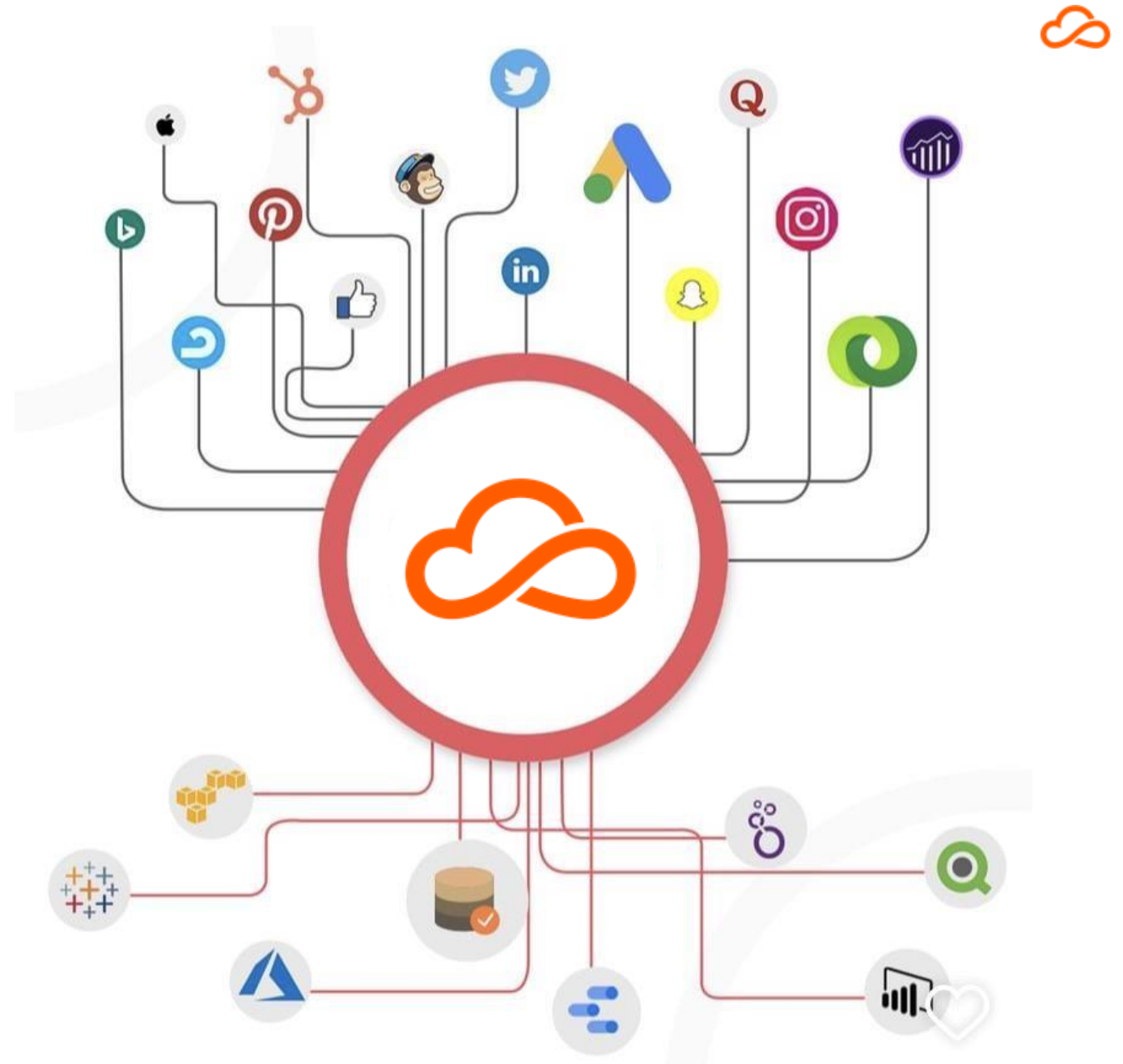
// BeCloud

// Partner Program

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// Certificazione e Partner Kit



**BeCloud Solutions** revolutionary cloud technology is the industry's simplest, most powerful **cloud contact center**.

It's new, it's different, and it will revolutionize the way that fast, easy **customer service** is delivered with feature-rich customer service technology faster to deploy and super-easy to use.



**UK**-Headquarter  
Bournemouth



**ITALY**  
Seregno (MILAN)



**CUSTOMERS:** 24 Country, 5 Continents,  
14 languages and 23 different time zones



**4 AWS PLATFORM:**  
Frankfurt, Sydney, San Francisco, Singapore (in progress )



100% Cloud

1

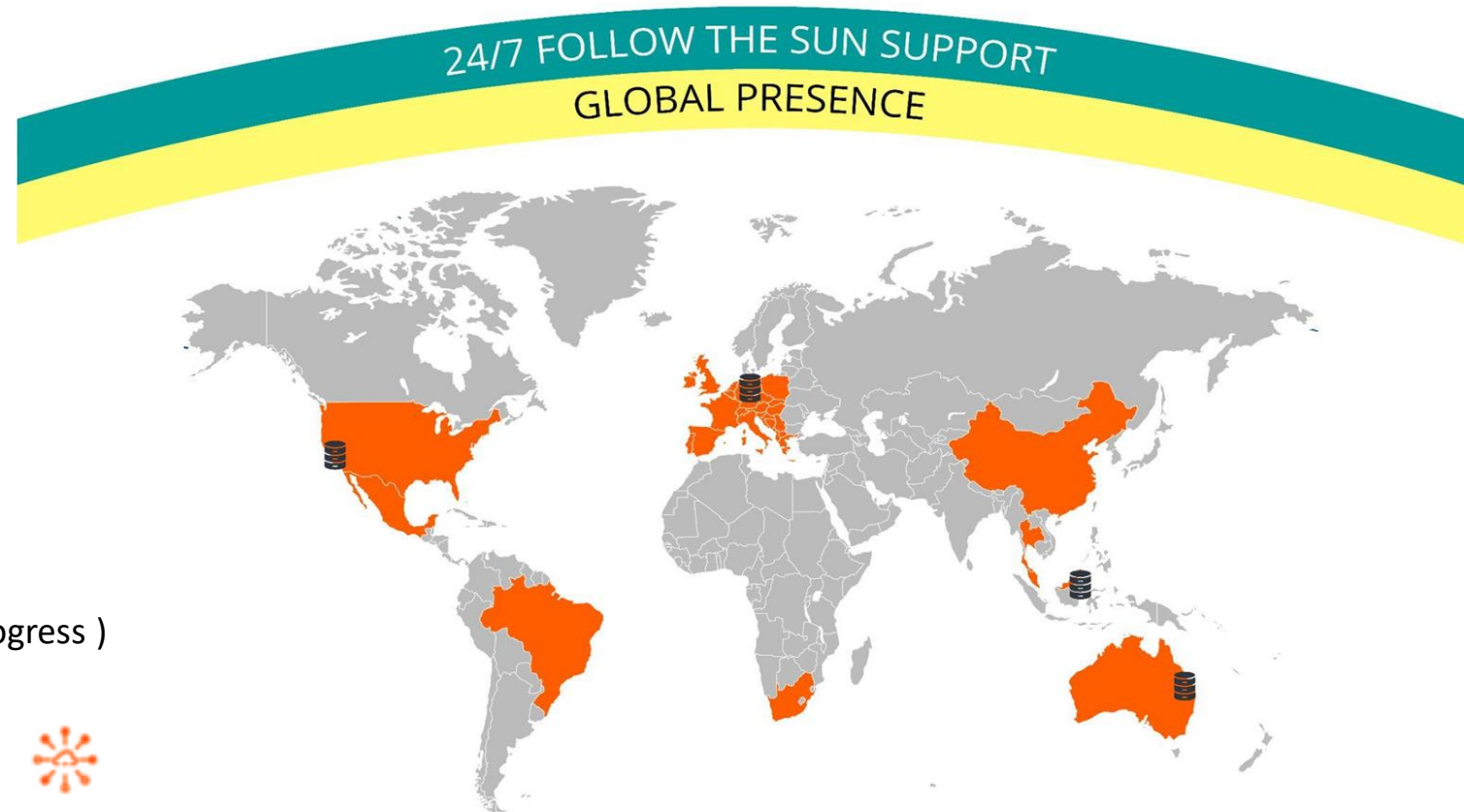
Single Vendor

10+

CRM Integrations



AI & Automation





## OUR MISSION

We help companies of all sizes to deliver a **better Customer Experience** thanks to an enterprise-class, reliable and flexible full cloud platform that covers every inbound and outbound process necessary to complete and omnichannel service.

- **Simple to adopt:** you will be Live in a few days without waiting for months.
- **Simple to use:** designed to be simple and intuitive. You will have the keys to the entire solution as if were installed directly at your premises.
- **Simple to integrate:** integration with major CRM & Apps had never been easier. Alternatively, through our API and Web Services, solutions that you already use or that you have created over the years can be integrated.

Thanks to our Full Cloud model (**€-\$-£/Month/Agents**) choose only what you need now.

We follow exactly the progress of your business thanks to payment based on use (**Pay-Per-Use**).

## OUR PARTNERSHIPS



Salesforce ISV Partner



Salesforce AppExchange



Amazon Technology Partner



WhatsApp Solutions Provider Partner

# ALL-IN-ONE FULL CLOUD OFFERING

More enterprise-class solutions and services already pre-integrated, scalable and ready to use as needed

## BE CONNECT



### API communication & SIP Trunking

Create the best communicative solutions through scheduled messagistic, voice channel, video channel and so much more

TOLL FREE NUMBER – NUMBER PORTING - SMS - SIP TRUNK - PBX INTEGRATIONS

## BE 360°



### Cloud integration platform – *iPaaS Integration Platform as a Service*

An integration allowing companies to implement CRM, Custom Apps and new technologies.

WFO - WFM - SOCIAL MESSENGERS - WHATSAPP BUSINESS - MICROSOFT TEAMS - APPS CUSTOM – PBX INTEGRATIONS

## BERELAX



### Support & service management 24/7x365 *Both Italian and english*

BeRelax is a support service designed to manage any reports of malfunctions, anomalies, requests for information or application training, providing various types of support up to 24/7 365 days coverage, in italian as well as in english.

## BE INCONTACT



### 100% Cloud Omnichannel Contact Center

Customer Engagement Omnichannel platform to interact simultaneously with all your customers on the different configurable contact channels (voice, chat, email, SMS, WhatsApp Business, Teams, social, etc.). Agents will be able to manage interactions using a single web interface, managing all customer information, optimizing daily processes and increasing the Customer Experience.

IVR - ACD – IN/OUTBOUND VOICE CALLS - CALL RECORDING - CONTACT MANAGEMENT - DATA CENTER - DISASTER RECOVERY - ANALYSIS - REAL TIME AND HISTORICAL REPORTS - PREDICTIVE DIALER - WEBRTC - HTML 5 - EMAIL - SMS - CHAT - SOCIAL - ETC. & **BeInContact integrated communication solutions.**

## BE NEXT



### AI – powered omichannel contact center

Integrated AI & Bots, as well as Natural Language Understanding within every channel.

A suite of multilanguage artificial intelligence services able to comprehend concept and automatically upgrade its performances

## BE AGENT



### Global Multi-Skilled Agents 24/7

BPO service allowing partial or total outsourcing of all your Contact Center and Customer Service Business Unit (1.500+ agents in Italy and abroad).

INBOUND - OUTBOUND

# OUR INTEGRATIONS



Cloud integration platform - iPaaS (integration Platform as a Service)

The implementation allows companies to integrate CRM, Custom Apps and new technologies.

Choose the one that best suits your company!

PBX WFM - SOCIAL - EMAIL - CALENDAR- MESSENGER - CRM - ERP - CUSTOM APP

### CRM

A vertical list of logos for CRM integrations. From top to bottom: Salesforce (blue cloud), Microsoft (four colored squares), zendesk (stylized 'z'), ORACLE (red text), servicenow (black text with green dot), SAP (blue text on a white diagonal bar), and vtiger (green and blue interlocking circles).

### PBX / WFM / AI

A grid of logos for PBX, WFM, and AI integrations. The logos include Asterisk (orange asterisk), CISCO (blue vertical bars), VERINT MONET (blue text), IBM Watson (lightbulb icon), AVAYA (red text), Alcatel-Lucent (blue circle with 'A'), CALABRIO (red text), ASPECT (black text with 'GOOD CALL' tagline), 3CX (blue text), and AMAZON LEX (blue cube icon).

### SOCIAL | EMAIL | CALENDAR | MESSENGER

A grid of logos for social, email, calendar, and messenger integrations. The logos include WhatsApp (green speech bubble), Microsoft Office (blue square with 'O'), Messenger (purple speech bubble), LINE (green speech bubble), Telegram (blue paper plane), Microsoft Teams (blue 'T' with people icons), Twitter (blue bird), Facebook (blue 'f'), Gmail (red, white, and green envelope), and Signal (purple speech bubble with white phone handset).

### CRM/ APPS CUSTOM

A logo for custom CRM and app integrations, featuring a black gear icon, a cloud icon, and the text "API CUSTOM".



# **PARTNER PROGRAM**



# Partner Program

## The power of partnership

An ecosystem of technological leading enterprises offering Omnichannel Cloud solutions for the future.

BeCloud's Program Partner supports a worldwide partnership able to upgrade Customer Experience with the help of qualified resources.

Being part of it allows you to implement your client's business and your own no matter your technical competence, geographical presence or business core.



**"Se tutti avanziamo insieme,  
il successo arriverà da solo."**

Cit. Henry Ford







# Partner Program

## Benefits



### Leadership nella Customer Experience

Collaborate with the future's Omnichannel Cloud Platform. A community filled with leaders, technicians, partners and vendors.



### Innovazione

Our newest technologies to satisfy your clients specific needs and reach a wider market.



### Improve you Business

Expand your business thanks to BeCloud. Obtain access to new clients, support and development, co-marketing and other resources to extend business and amplifying your offering.



# Partner Program Levels



## AGENT PARTNER

Directly report to BeCloud to grow your business.



## ASSOCIATE PARTNER

Combining our technologies with partner's experience on the market, adding value to their clients



## PREMIER PARTNER

Certified instructed and skilled partners. You'll be able to offer advices, implement solutions and project delivery



*"BeCloud has been the solution to our problems and the implementation of BeInContact CRM integrated solution in just 2 weeks allowed us to keep offering an avante-guarde omnichannel customer experience without losing business"*

**Pio Clemente**  
CTO & CIO



*"Thanks to the partnership with BeCloud we succeeded in the improvement of our Customer Satisfaction level, as well as our contact channels timing. We believe in this newfound teamwork as an added value both to ourselves and to our customers as well"*

**Roberto Sansiveri**  
IT Software Manager



*"BeCloud turned out to be a trustworthy partner always available in all design phases from delivery to post live, as well as joining us in change management phases and adoption in all involved countries."*

**Andrea Barba**  
IT Solution Delivery Manager



**LARIO RETI HOLDING**  
la tua acqua, la nostra passione

*"BeCloud's perception and capability in integrated solution designing, while also understanding the entirety of the Client Management, has proven essential in the creation of a technological system leading to the improvement of our Business processes"*

**Ezio Maino**  
IT Manager

# CUSTOMERS AND SUCCESSFUL EXPERIENCES ALL OVER THE WORLD




# Thanks!



Need more informations?

Contact us Monday to Friday, 9am to 6pm (CEST, Rome) or mail us.

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