

# ConnectMeVoice Takes Small and Medium Businesses to a 'Work-from-Anywhere' Future

**MSPs can provide affordable yet powerful unified communications by offering ConnectMeVoice's cloud-hosted VoIP solutions to existing customers.**

**CONNECTMEVOICE IS ON A MISSION** to level the telecommunications playing field for managed service providers and their small and medium-size business clients by giving them all the benefits that larger organizations enjoy—but at an affordable price.

With ConnectMeVoice's disruptive call path pricing model combined with its next-generation unified-communications-as-a-service (UcaaS) platform, MSPs can help their customers cut communications costs without cutting communications capabilities. Importantly, ConnectMeVoice integrates with the tools IT solution providers need to support their clients. In addition, ConnectMeVoice supports its MSP partners by offering a comprehensive partner program with superior margins, programs, product, tools, and support to make them successful, supported by a full-featured, reliable VoIP and UcaaS platform.

As a channel-focused company, ConnectMeVoice has been a trusted phone systems resource for over 25 years, and provides compelling value to SMBs through its MSP partners. For instance:

- With our **revolutionary call path pricing**, we can base our prices on the lines you actually use, not the number of phones you need.
- **Integration with Microsoft Teams**, taking advantage of the fastest-growing software services in Microsoft's history combined with the rich hosted voice PBX features of ConnectMeVoice.

There are several key reasons for MSPs to add hosted VoIP to their portfolio, and to partner with ConnectMeVoice specifically, says Chris Van Wagoner, chief operating officer. Behind security offerings, cloud-based VoIP is "the second-fastest-growing segment of services that MSPs can offer to their customers. There is a massive shift from legacy, physical, on-premise PBXs to a communication model that accommodates a work-from-anywhere paradigm."

Second, he says, MSPs who partner with ConnectMeVoice can earn higher margins than reselling other cloud voice communications products. "We have partners who typically are earning anywhere between 40% to 60% margins on our service," Van Wagoner says.

Third, offering hosted VoIP and UcaaS helps MSPs develop long-term relationships with clients and reduce customer acquisition costs. "VoIP tends to be 'sticky'—there's not a lot of churn," he explains. "Customers will usually stay with a service from three to five years, so partners are not spending money on customer acquisition only to have them pirated away 90 days later by a competitor."

Finally, Van Wagoner emphasizes, "We don't compete with our partners. We are a channel-focused company."

## Affordable Solutions for SMBs' Communications Needs

In addition to hosted VoIP, ConnectMeVoice offers:

- SIP Trunks
- Voicemail/Fax
- Virtual Office
- Call Centers

ConnectMeVoice's call center is a powerful, flexible, scalable, and incredibly affordable hosted solution. It can include:

- Multiple queues with flexible timeout and routing options
- Monitoring and transferring calls using our heads-up display
- Real-time display of call center activity
- Advanced reports on queue activity and statistics
- Enhanced routing: round-robin, simultaneous, sequential, and skills-based routing using tiers and levels

By partnering with ConnectMeVoice, MSPs will better be able to keep up with the fast-changing trends in communications to support the "work-from-anywhere" model their SMB clients are seeking at a price they can afford, as well as grow their own businesses with a high-margin offering.

## MSP Partner/Reseller Benefits

Partnering with ConnectMeVoice allows you to offer your clients the best in hosted VoIP technology, while taking advantage of cross-marketing opportunities and increased client referrals. Benefits include:

- No commission limitations—not by amount, quota, or time
- No contracts. Our services are strictly month-to-month.
- A 30-day guarantee on all of our VoIP equipment
- Agent status for higher-level features, deals, and commissions
- Integration with tools that you use to support your clients: Microsoft Teams, Autotask (Datto PSA), Salesforce, VanillaSoft, and other business-critical applications

**CONNECTMEVOICE®**  
Powering Today's Telecom & Technology Providers

For more information on partnering with ConnectMeVoice, go to [connectmevoice.com/voip-partners-resellers](https://connectmevoice.com/voip-partners-resellers).