

## **Exigo Technology Services Rolls Out UCilio™ UCaaS and CCaaS**

*Exigo Technology Services UCilio™ Unified Communications services provides state of the art hosted PBX and Contact Center Services to customers.*

BATON ROUGE, La. ([PRWEB](#)) August 05, 2019 -- Exigo Technology Services, today announced that it is now providing hosted communication platforms to small and midsize businesses throughout the US. The new service called UCilio™ includes Hosted PBX, Hosted Fax, SIP Trunks, SD-WAN Services, Call Center Services, and Unified Communication web and mobile clients.

“Although we traditionally recommended telecom partners to our customers in the past, we felt it was time that we started providing the services directly on one monthly bill,” said Carlo MacDonald, president of Exigo Technology Services. “and provide direct support through the teams customers are already accustomed to working with on a daily basis.”

The hosted Private Branch Exchange (PBX) market is expected to have a CAGR of 15.2%, between 2019-2024 with most small and midsize companies (1-500 Employees) switching from on-premise phone systems to hosted PBX. Unlike a traditional PBX, which requires a large investment and ongoing maintenance and training, a hosted PBX is a cloud-based PBX system accessible via an IP network and thus extends the benefits associated with the cloud services.

UCaaS stands for Unified Communications as a Service, and it is an all-in-one unified communications platform that combines a cloud-based PBX with conferencing tools such as Video, Chat, and Conference Calls. With a UCaaS solution, businesses simplify their operations, gain the flexibility to scale, improve user support and reduce the cost of both communications and collaboration.

Contact Center as a Service (CCaaS) allows customers to replace traditional brick-and-mortar call centers by allowing companies to utilize UCilio™ cloud-based call center software. With UCilio™ CCaaS, users can interact with customer service in more convenient ways, and it enables agents to work from any location. In addition to helping provide our customers with quality service, UCilio™ CCaaS also offers advanced capabilities in the phone, email, SMS support, instant messaging, video, social media, and more.

Exigo UCilio™ business continuity solution exceeds standard best practices of active-active. The UCilio™ platform offers more redundancy options than Exigo’s smaller competitors and more flexibility and management control than larger competitors can deliver. Providing seamless redundancy between its data centers as well as into public cloud infrastructures like Amazon, Google and Azure is an unparalleled capability Exigo is proud to offer its customers. Such advanced geo-redundancy options enable the highest level of quality and reliability giving Exigo’s customers a framework for long term.

Advanced services provide our customers with SD-WAN, Speech-to-Text, Call Center customized API integration, Salesforce.com plugins, and Office Outlook plugins, giving Exigo customers enterprise communication solutions that were previously too costly to obtain.

### **About Exigo Managed Services™**

Exigo Managed Services helps customers cost-effectively monitor, control, and proactively manage their IT infrastructure and applications by offloading a significant amount of their day-to-day IT responsibility to Exigo



to optimize internal IT operations and mitigate risk. Services include Remote Monitoring and Management, User Service Desk, Managed Security, and UCilio™ Unified Communication. Exigo has delivered Managed Services for more than 15 years to a wide range of clients across multiple industry verticals through its 24/7/365 Delivery Centers.

#### About Exigo Technology Services

Exigo is a 25-year-old leading technology solutions provider that helps customers Think Different, Execute Differently, and Be Different in their respective markets through innovative use of technology. Through key relationships from top technology partners and expertise in key technologies including application development, cloud, security, and unified communications, Exigo provides powerful solutions to help customers modernize their infrastructure for the future. Originally founded in 1992, Exigo has delivery services teams serving a diverse set of customers in the U.S., South America, Europe, and Asia-Pac. The Company is headquartered at 8545 United Plaza, Suite 311, Baton Rouge, LA 70809. For more information, visit <http://www.exigotechnology.com>, call 888-331-7047, or email [info@exigotechnology.com](mailto:info@exigotechnology.com).



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