Communications & Collaboration

Connect your people. Unify your platforms. Move your business forward.

StratusCxO

FRACTIONAL CIO / CTO

BRIDGEPOINTE

TECHNOLOGY ADVISORY

UCaaS

Unified cloud communications

CCaaS

Contact center as a service

CPaaS

Developer-grade communications APIs

1 Partner

Voice, video, messaging & more

WHAT IS COMMUNICATIONS & COLLABORATION?

Communications & Collaboration is the technology layer that connects your people, customers, and partners — voice, video, messaging, meetings, and team collaboration, delivered from the cloud. Done right, it eliminates silos, reduces friction, and gives every employee the tools they need to work effectively from anywhere.

"The best communication platform is the one your people actually use. Our job is to find it, deploy it, and make sure it earns its place in the budget — every year."



Work From Anywhere

Cloud-native platforms that work as well at home as they do in headquarters.



Faster Decisions

Eliminate friction from every internal and external interaction — meetings, messages, calls.



Cost Consolidation

Replace fragmented point tools with a unified platform that costs less to run.



Enterprise Security

Compliance-grade encryption, data residency, and regulatory controls built in from day one.

THE SIX CAPABILITY PILLARS

Six integrated layers that unify communication across every channel and device

01

Unified Communications (UCaaS)

Voice, video, messaging, and meetings delivered as a single cloud service — on any device, from any location.

- Cloud PBX & calling
- HD video meetings
- Team messaging & chat
- Mobile & desktop apps

02

Contact Center (CCaaS)

Omnichannel contact center — voice, chat, email, SMS, and social — with AI routing and analytics.

- Omnichannel routing
- AI-assisted agents
- Real-time analytics
- CRM integration

03

CPaaS & API Integration

Embed programmable voice, SMS, video, and messaging directly into your apps and workflows.

- Programmable voice & SMS
- Embedded video SDKs
- Workflow automation
- APIs
- Number management

04

Video Conferencing & Rooms

Enterprise-grade video for huddle rooms, boardrooms, and hybrid teams — hardware and software together.

- Room system integration
- Hybrid meeting equity
- One-touch join
- Management & analytics

05

Messaging & Team Collaboration

Persistent messaging, file sharing, and project channels that keep work organized and visible.

- Persistent team channels
- File & content sharing
- App & bot integrations
- Guest access controls

06

Security, Compliance & E911

Enterprise communications require enterprise controls — encryption, compliance recording, and legal hold.

- End-to-end encryption
- Compliance call recording
- Legal hold & e-discovery
- E911 & location services

BRIDGEPOINTE'S VALUE-ADD

What a strategic partner delivers that a vendor never will

01	**Technology Assessment & Platform Design**	We evaluate your current environment — telephony, messaging, video, networking — and design a unified architecture that actually fits how your organization works.
02	**Vendor Selection & Contract Negotiation**	Objective scoring across Microsoft Teams, Zoom, RingCentral, Webex, 8x8, and others. Our market leverage delivers pricing and terms that direct buyers can't match.
03	**Migration from Legacy PBX & On-Premise**	Structured migration from Avaya, Cisco, Mitel, and on-premise systems — with number porting, user training, and zero-downtime cutover managed end-to-end.
04	**Integration with Business Applications**	CRM, ERP, ticketing, and productivity suite integrations that turn your communications platform into a business intelligence asset — not just a phone system.
05	**Ongoing Optimization & Lifecycle Management**	License right-sizing, feature adoption tracking, vendor SLA management, and contract renegotiation — so your investment stays optimized, not just operational.

THE PLATFORM ECOSYSTEM

We navigate the landscape objectively — recommending what's right for you, not what's easiest for us

UCaaS	CCaaS	CPaaS / APIs	Video & Rooms	Collab & Messaging
Microsoft Teams	Genesys Cloud	Twilio	Zoom Rooms	Slack
Zoom Phone	NICE CXone	Bandwidth	Teams Rooms	Teams
RingCentral MVP	Five9	Vonage APIs	Webex Devices	Webex Spaces
8x8 XCaaS	Talkdesk	Sinch	Logitech	Google Chat
Webex Calling	Avaya OneCloud	MessageBird	Poly	Workplace by Meta
Vonage Business	Amazon Connect	Plivo	Neat	Mattermost

Platform-agnostic. Relationship-powered. Your requirements drive the recommendation — not our margin.

UNDERSTANDING THE LANDSCAPE

UCaaS, CCaaS, and CPaaS — what they are, who they're for, and how they connect

UCaaS

Unified Communications as a Service

WHO IT SERVES

Your internal workforce

WHAT IT DOES

Replaces your phone system, meeting platform, and messaging tools with a single cloud service. The foundation of modern workplace communication.

KEY USE CASE

Employee-to-employee and employee-to-customer calling, messaging, and meetings.

CCaaS

Contact Center as a Service

WHO IT SERVES

Your customer-facing teams

WHAT IT DOES

Cloud-based contact center platform that routes inbound and outbound customer interactions across voice, chat, email, and social — with AI and analytics built in.

KEY USE CASE

Customer service, sales support, and collections across all inbound and outbound channels.

CPaaS

Communications Platform as a Service

WHO IT SERVES

Your development and IT teams

WHAT IT DOES

Developer APIs that embed voice, SMS, video, and chat capabilities directly into your apps, websites, and workflows — without a traditional telecom contract.

KEY USE CASE

Appointment reminders, transactional SMS, embedded video calls, and IVR customization.

DESIGNING THE MODERN WORKPLACE

Our framework for building communications infrastructure that scales with your business

01 ASSESS

Map your current state — legacy PBX, carrier contracts, meeting tools, network readiness. Identify gaps, redundancies, and total cost of ownership before a single decision is made.

02 DESIGN

Architect a unified communications environment built around your workforce — remote, hybrid, and in-office. Fit-for-purpose. Not the platform that was easiest to sell.

03 SOURCE

Evaluate and select the right UCaaS, CCaaS, and CPaaS providers. We negotiate contracts with the leverage of a high-volume buyer — on your behalf.

04 MIGRATE

Execute the cutover from legacy to cloud with structured project management. Number porting, device provisioning, directory integration, and user training — all covered.

05 OPTIMIZE

Post-deployment isn't the end. License audits, feature adoption tracking, network performance tuning, and proactive vendor management — continuously, not just at renewal.

INDUSTRIES SERVED

Communication needs are universal — but the right architecture is always sector-specific



Manufacturing & Logistics

Frontline worker communications, dispatch coordination, and supply chain visibility across distributed sites.



Software, IT & Telecom

Developer-grade CPaaS, embedded comms in products, and global team collaboration at scale.



Healthcare

Secure clinical communications, patient engagement, telehealth integration, and HIPAA-compliant messaging.



Financial Services

Compliant call recording, trader voice, and omnichannel client communications with full audit trails.



Education

Campus communications, remote learning enablement, and parent/student engagement across every channel.



Retail, Food & Beverage

Store communications, customer notifications, and loyalty program engagement via SMS and messaging.



Real Estate & Professional Services

Client-facing communications, multi-site coordination, and productivity tools for distributed teams.



Business Services & BPO

High-volume contact center infrastructure, agent tooling, and workforce management at enterprise scale.



Media & Entertainment

Global collaboration tools for creative teams, broadcast coordination, and fan engagement platforms.



Public Sector & Non-Profit

Citizen services, emergency communications, and grant-funded modernization of legacy phone infrastructure.

WHAT CLIENTS ACHIEVE

The measurable outcomes of our Communications & Collaboration engagement

Legacy telephony eliminated

Aging PBX, ISDN, and on-premise systems retired — replaced by cloud platforms that cost less and scale further.

Communication costs reduced

Consolidation of redundant tools and optimized licensing consistently delivers measurable spend reduction.

Hybrid work enabled at scale

Employees collaborate as effectively from home or travel as they do on-site — on any device.

Customer interactions improved

Integrated UCaaS and CCaaS platforms deliver context-rich customer experiences without platform gaps.

IT overhead reduced

Cloud-managed platforms eliminate on-premise maintenance, reduce break-fix incidents, and free IT for strategic work.

Compliance and security strengthened

Recording, archiving, e-discovery, and encryption requirements addressed systematically — before an audit demands it.

Your people deserve better than the phone system you inherited.

Our Communications & Collaboration team brings the technical depth, vendor relationships, and implementation experience to modernize how your organization connects and works.

Communications Assessment

A structured review of your current phone systems, meeting tools, and collaboration stack — with a clear modernization roadmap.

Platform Evaluation & Selection

Objective scoring across UCaaS, CCaaS, and CPaaS providers, mapped to your workforce, security, and budget requirements.

Ready to Protect Your Deal Value with Communications & Collaboration Leadership?

Connect with our team before your next platform deployment for a ***Communications & Collaboration*** Readiness Conversation. We will assess your hybrid work or multi-vendor complexity, identify the highest-risk user adoption workstreams, and outline a practical workplace transformation approach.

No fees, no pressure.

Schedule a Consultation

StratusCxO
FRACTIONAL CIO / CTO SERVICES

Bridgepointe Technologies
TECHNOLOGY ADVISORY & SOLUTIONS

INTEGRATE. SEPARATE. ACCELERATE.

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