



Welcome to OneCloud

We're excited to have you as a partner! Your role is key to helping us deliver exceptional cloud solutions and drive business success.

table of contents

more

04

Partner Resources
& Support

more

19

Integrations &
Supported Devices

more

24

Sales & Marketing
Resources

more

09

Products
& Services

more

22

Knowledge &
Training

more

26

Customer
Resources

04

more Partner Resources & Support

Access Your Dedicated Partner Support Team

For over 20 years, we've specialized in creating cost-effective custom solutions that perfectly fit your needs. At OneCloud, we're more than a service provider—we're your partner in success. Our dedicated team ensures you receive top-notch support and feel valued. When you reach out, you're not just another client; you're part of our team. We take pride in offering personal, attentive service, so you always know who you're talking to and receive exceptional support.



Partner Deal Registration

onecloud.com >
Partners > Deal registration

OR

via the Partner Portal

Partner Success & Support

800-921-9680
Option 3-enter PIN
Post Sales support for everything such as
opening tickets, order inquiries, escalations
for all post sale related issues.

Meet The Team



Curtis Heffelfinger
Vice President of Sales
cheffelfinger@onecloud.com



Kevin Gallagher
Channel Manager
704.409.3128
kgallagher@onecloud.com



Ben Smagacz
Product Evangelist
bsmagacz@onecloud.com



Jonathan Proulx
Sales Engineering
704.409.3508
jproulx@onecloud.com

OneCloud Manage

Welcome to the Partner Portal! This secure platform is designed to streamline your experience with us, offering easy access to essential resources, tools, and support. Log in to get started and explore all the features we have to support and grow our partnership.

Click or Visit

manage.onecloud.com



Logging In

To log in, you will be asked for your email associated with your account and Password. There will be no access to manage prior to signing an agreement with OneCloud and this guide will be sent after the initial registration process.

Discover a wealth of information with our Quick Links! Explore easy access to product brochures, case studies, spec sheets, user guides, videos, and more. Find detailed knowledge base articles, supported devices, and all other information you need in one convenient place.

Commissions

Residual commission for standard OneCloud products

Residual Commission will be paid during the payout cycle of the month following installation

Commission pay methods

- Direct Deposit
- Check by Mail

Bonus SPIFF



24-month contract

2X SPIFF



36-month contract

4X SPIFF



60-month contract

6X SPIFF

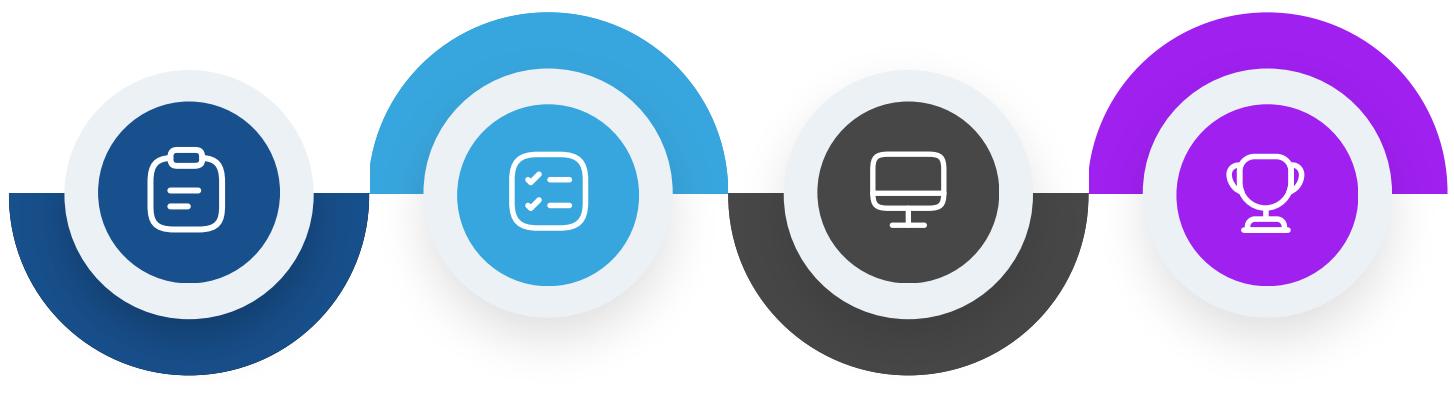


1X SPIFF add-on



Processes

Deal Process Expectations



Register

Request quote by submitting online deal registration form

Review

Review opportunity or schedule a discovery meeting

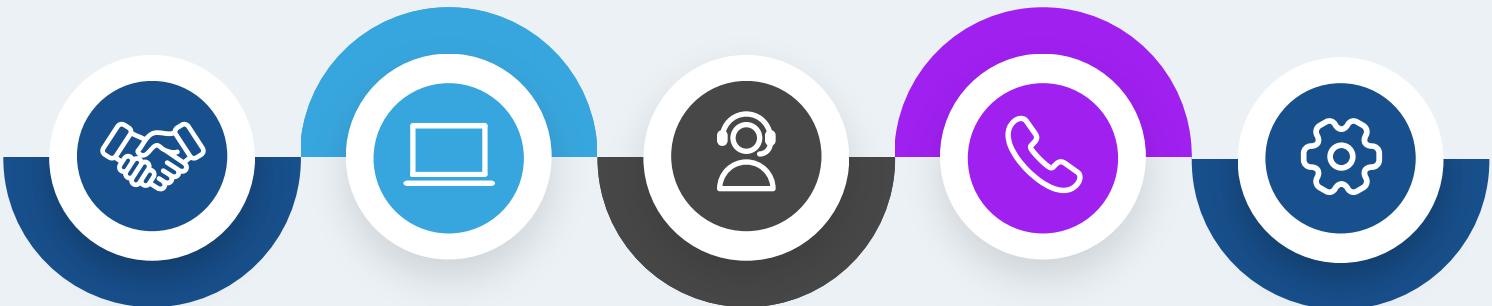
Demo

- OneCloud builds the quote for or with you
- schedule demo with customer

Win!

- Collect customer information
- Begin provisioning

Provisioning Expectations



Handoff Meeting & Site Survey

Programming

Install & Training

Follow-Up

Post Installation

09

more
Products
& Services

You just joined a team that offers a lot more than just a UCaaS solution

What sets us apart?

We offer a comprehensive platform that includes not only UCaaS but also:

- **Contact Center as a Service (CCaaS):** Delivers scalable solutions to enhance customer service.
- **Communications Platform as a Service (CPaaS):** a cloud-based platform that provides developers with tools to integrate various communication capabilities—like voice, video, messaging, and authentication—into their applications.
- **Alert Notification System:** Provides reliable, rapid communication for urgent notifications.
- **POTS Replacement Solutions:** Offers modern digital alternatives to outdated technology
- **Teams PSTN with Operator Connect:** Enhances Microsoft Teams with robust PSTN integration.
- **OneCloud Mobile:** Keeps you connected with mobile solutions that integrate office communications onto personal devices.
- **SecureFax:** Ensures HIPAA compliant secure transmission of sensitive documents with advanced digital fax technology.

We're dedicated to crafting custom solutions that are not only cost-effective but also perfectly aligned with your needs. Our team is here to ensure you receive top-notch service and support every step of the way. When you choose OneCloud, you're choosing a partner committed to your success and satisfaction.



OneCloud UCaaS

A truly unified platform with a built-in feature rich communication solutions suite

- Inhouse engineering team
- Hundreds of integrations
- Custom development/open API/CPaaS
- Plays well with others
- Professional contact center solution
- No hardware needed
- Industry standard features
- PLUS: voice transcription, sentiment analysis, reporting & analysis

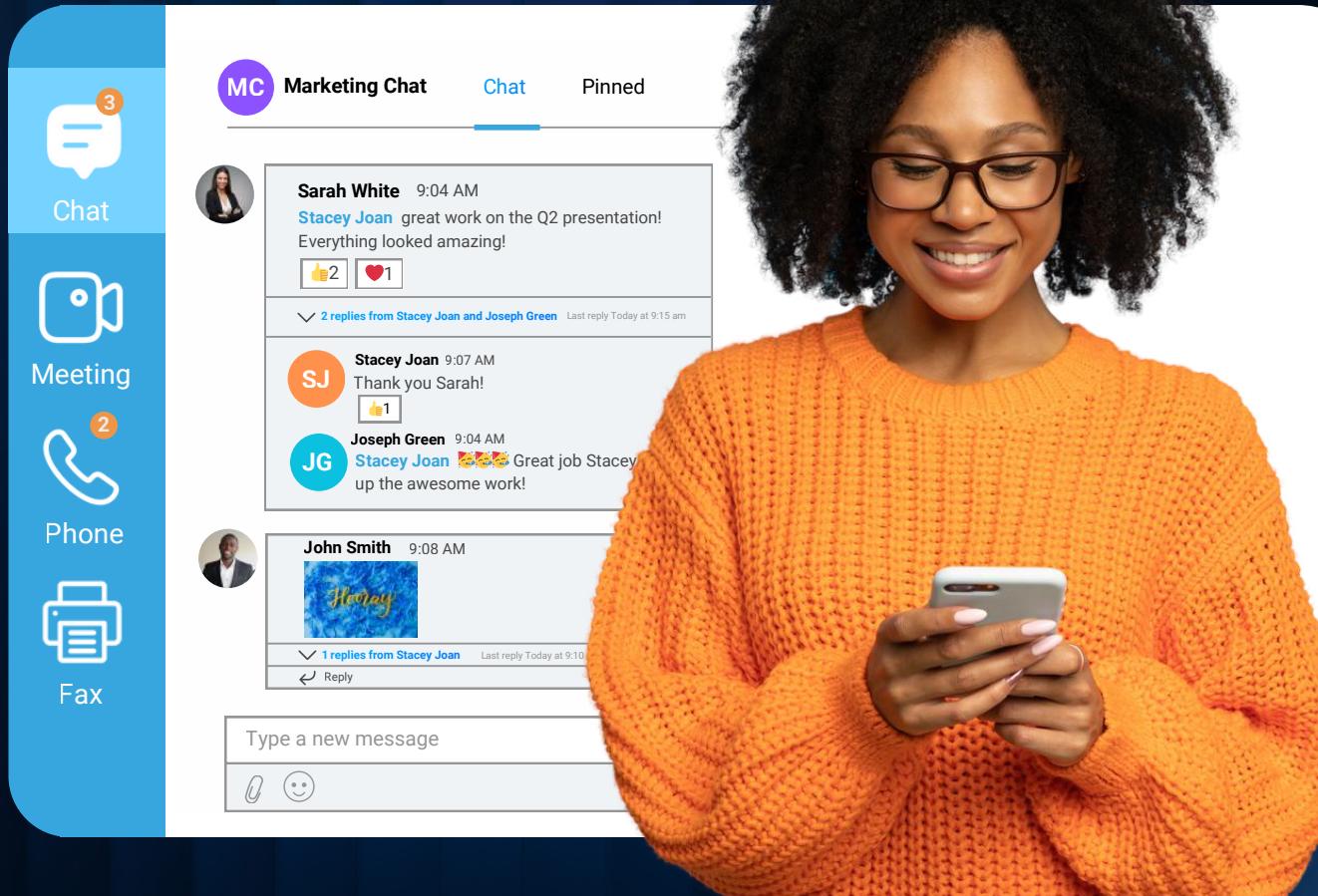
For Additional Resources:

[Visit OneCloud Manage ↗](#)



Product Resources

- OneCloud Overview
- OneCloud Quick Start Guide



OneCloud Connect™

A simplified single user communication platform- chat, calls, SMS, file sharing, video conferencing, & channel collaboration, all within a unified interface, optimized for seamless use across all devices.

- Simple single-user interface
- Flexibility – use any device
- Insights & control

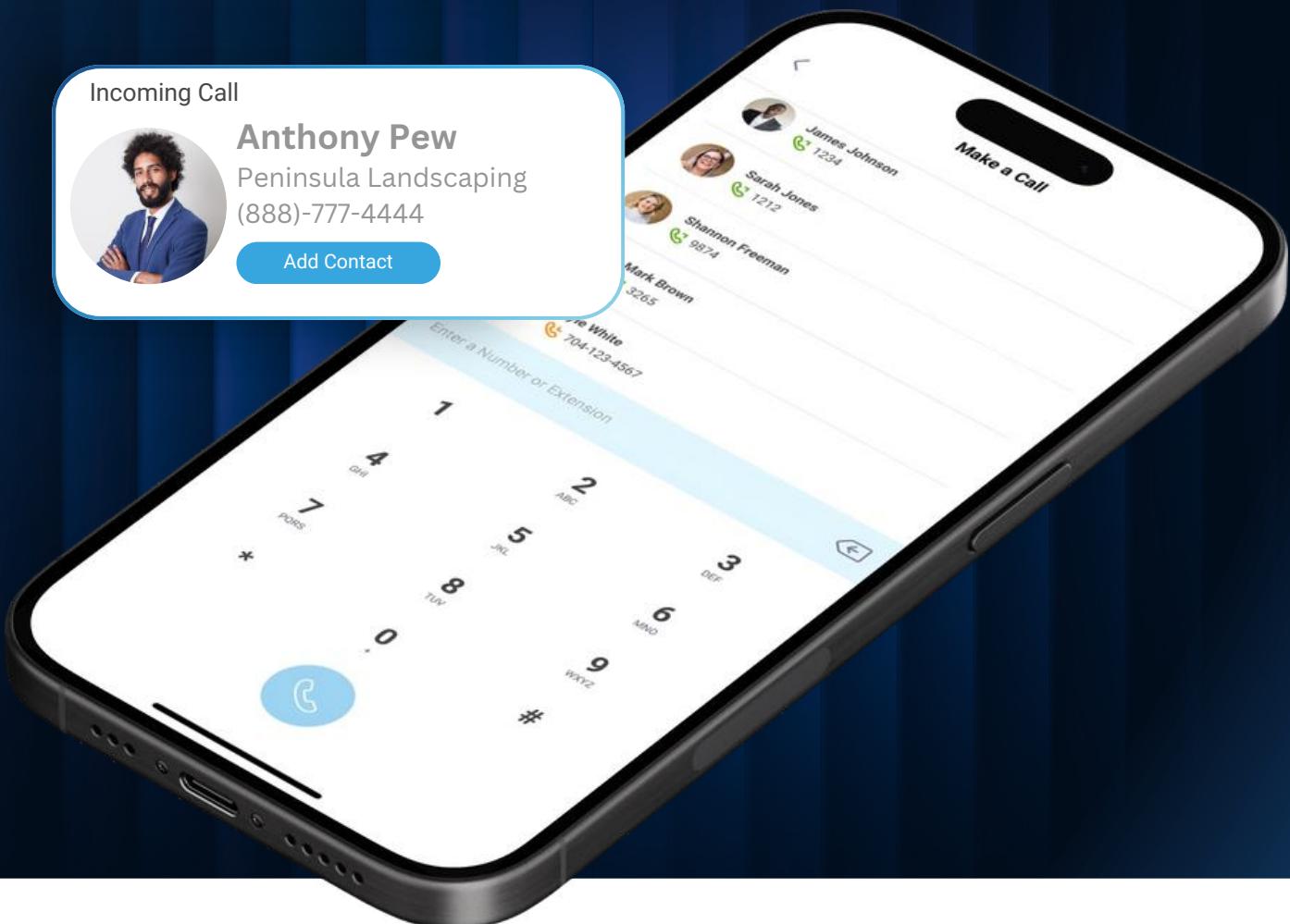
For Additional Resources:

Visit OneCloud Manage ↗



Product Resources

- OneCloud Connect Youtube Playlist
- OneCloud Connect Knowledge Guide
- OneCloud Connect Brochure



OneCloud Mobile

OneCloud Mobile gives your customer **control over an embedded business line** on an employee's personal line or company-supplied device while granting access to OneCloud's UCaaS solution.

- Call recording & reporting
- SMS capability
- CRM integration
- Call center capable
- Device Options
- BYOD & company owned
- E-Sims & Physical Sims Available
- Unlimited & shared data plans

For Additional Resources:

Visit OneCloud Manage ↗



Product Resources

- OneCloud Mobile Pricing
- OneCloud Mobile Brochure

OneCloud for Microsoft Teams

Two Options:

- Operator Connect
- Direct Routing



1 of 44 Microsoft Operator Connect Certified Companies in the US

Microsoft Teams Direct Routing

- Bring your own carrier
- On-premises or cloud managed SBC
- Session border controllers must be approved
- Managed, indirect connection between carrier & Microsoft
- Numbers managed on third-party software
- Different interface per SBC
- Available wherever your SBC is
- Third-party SBC SLA
- Support for legacy PBX functionality via SBC
- Supports all PBX integrations
- Supports hybrid deployments
- Configurable voice routing

Operator Connect Comparison

- Choose from approved carriers
- Cloud only
- Operators must be verified by Microsoft
- Direct connection between carrier network & Microsoft
- Numbers managed in Teams Admin Center
- Same interface if you have multiple carriers
- Not available in all countries
- Microsoft SLA
- Legacy PBX functionality not supported
- Supports Microsoft 365 approved integrations
- No support for hybrid deployments
- Standard voice routing only

For Additional Resources:

Visit OneCloud Manage ↗



Product Resources

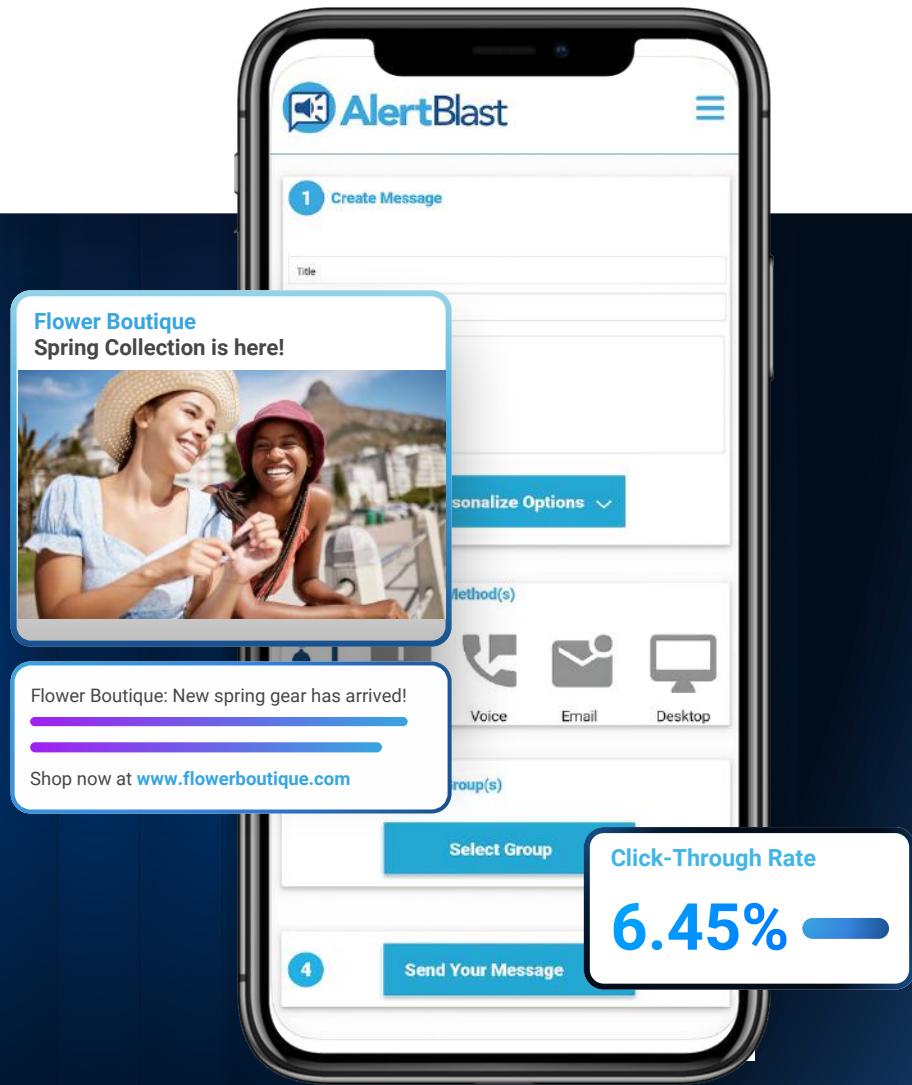
- Microsoft Teams Brochure
- Microsoft Teams Knowledge Guide

AlertBlast

With just a few simple clicks, you can send personalized mass notifications, for emergency events that can save lives or notifying staff of routine events. Send to a few contacts or easily scale up to notify thousands.

- Efficient multi-channel communication
- Emergency preparedness
- Message consistency
- Flexible use
- Broad reach

-  **Emergency Notifications**
-  **Work Interruptions**
-  **Appointment Reminders**
-  **Retail & Marketing**
-  **Medical Procedures Reminders**
-  **Wellness Checks**



For Additional Resources:

Visit [OneCloud Manage](#) ↗

 **Product Resources**

- AlertBlast Brochure
- AlertBlast Knowledge Guide

SecureFax

OneCloud SecureFax offers a modern, secure digital faxing solution that integrates seamlessly into your business's existing communication systems, allowing you to send and receive faxes electronically with a dedicated phone number without the need for traditional fax machines.

- Legacy System Compatibility
- Mobile Friendly
- HIPAA Compliant
- 99.9% Delivery Rate
- Flexibility & Scalability
 - SecureFax Portal - HIPAA Compliant portal to manage all your faxing
 - Cloud Fax - ATA for using a traditional fax machine
 - Email-to-Fax / Fax-to-Email - No portal needed



For Additional Resources:

Visit OneCloud Manage ↗



Product Resources

- SecureFax Brochure
- SecureFax Knowledge Guide

OneCloud CX

A fully equipped, stand-alone, AI-driven omnichannel contact center solution

- Dual visibility
- Seamless communication
- Efficiency boost
- Actionable insights
- Scalability & reliability (no downtime)
- Personalized support
- Cloud security & data protection



For Additional Resources:

Visit OneCloud Manage ↗



Product Resources

- OneCloud CX Brochure
- OneCloud Call Center vs. CX

POTS

Reliable and cost-effective solution for mission-critical operations. Transition traditional telephone services to advanced cloud-based systems, ensuring continuity of critical services such as elevator call boxes and fire alarms without the traditional telephony infrastructure.

- Reliability and future-proofing
- Cost efficiency
- Enhanced functionality
- Better performance
- Sustainability



Common POTS Lines Applications:



Security Alarm Panels



Fire Alarm Panels



Fax Machines



Elevator Call Boxes



Point-of-Sale Systems



Building Entry Intercoms

Why POTS line replacement?



Staying the Course

Maintain existing POTS lines averaging $\$175+$ per line each month for

$\$175+$ /Line



OneCloud POTS Replacement

Comprehensive Cellular Solution for as Little as

$\$30+$ /Month



A Complete Overhaul

For upfront costs to implement incomplete systems, competitors charge as much as

$\$2,500+$

19

more
Integrations &
Supported Devices

Integrations

- crm integrations
- salesforce
- microsoft teams
- zapier
- onecloud voice studio



Top OneCloud Integrations

• Act!	• Microsoft Dynamics AX	• Microsoft Business Central 365
• Clio	• Microsoft Dynamics NAV	• SalesLogix
• ConnectWise Manage	• Microsoft Dynamics 365	• SAP
• Dentally	• Microsoft Microsoft ODBC	• VIPS PMS
• Goldmine	• Microsoft Outlook	• Zendesk
• HubSpotIntact IQ	• Monday.com	• Zoho Bigin
• Insightly	• Opera II	• Zoho Creator
• Intuit Quickbooks	• Oracle Netsuite	• Zoho CRM
• Magento ODBC	• Redtail	
• Microsoft Access	• Salesforce	

Devices

Available for purchase & supported by OneCloud



For Additional Resources:

[Visit OneCloud Manage ↗](#)

Supported Devices

- User Guides
- Spec Sheets

22

more
Knowledge
& Training

Knowledge & Learning

Quick Links

 [Articles ↗](#)

 [Videos ↗](#)

 [FAQs ↗](#)

 [OneCloud Quick Start Guide ↗](#)

 [Connect Quick Start Guide ↗](#)

 [OneCloud Connect Video ↗](#)

 [AlertBlast ↗](#)

 [SecureFax ↗](#)

 [Microsoft Teams ↗](#)

Downloads

 [OneCloud Connect ↗](#)

 [OneCloud for iOS & Android ↗](#)

 [CRM Integrator for Chrome \(Free\) ↗](#)

 [Developer Resources/CPaaS ↗](#)



24

more
Sales & Marketing
Resources

Sales & Marketing Resources

Visit our Product Resources page to find everything you need to elevate your sales efforts! We've packed it with engaging case studies, handy battle cards, clear competitive comparisons, and detailed feature lists. It's all designed to give you the edge you need. Explore and equip yourself with everything you need to make a lasting impression!



For Additional Resources:

[Visit OneCloud Manage ↗](#)

 **Brand Guidelines**

- OneCloud Brand Guide

26

more
Customer
Resources

Customer Support

We're here to help! Whether you have questions or need support, our team is ready to assist you. Check out the following ways to best get in touch with us.

24/7 Support

- US Based Customer Support
- After hours on call technicians

Customer Portal

- support.onecloud.com
- Open tickets, access training, & more

