



**DECISION
CONFIDENCE
STARTS HERE**

BLUEWAVE.NET

Bluewave

STREAMLINE YOUR TECHNOLOGY DECISIONS



BLUEWAVE DECISION CONFIDENCE STARTS HERE

OUR GOAL: YOUR SUCCESS.

Technology is constantly evolving. The cloud, network, and communication solutions that might have worked for your company a few years ago are now obsolete and irrelevant. Keeping pace with this rapid change demands unique expertise and a passion for matching the right technology with the needs of your business.

That's where Bluewave comes in as your Strategic Advisor with our proven approach to developing the right

technology solution to meet your requirements. Our CX, Security, Cloud, and Network experts will lead your team from discovery to recommendation to ensure you achieve maximum business impact from your investments. We aim to simplify the technology buying and management process and be your ongoing technology advocate.

THE BLUEWAVE APPROACH



CLIENT OBSESSED. DRIVEN BY INSIGHTS.

We work in collaboration with your team to focus on your business needs and bottom line. Through our working knowledge of the latest technologies, providers, and impacts, we provide you with data-driven recommendations so you can make decisions that drive the best outcomes and cost savings.





OUR SOLUTIONS



CCaaS & CX

Tackle your CX & EX challenges holistically, by addressing people, process, and technology.



UCaaS

Deliver integrated communication tools, ensuring a consistent telephony and collaboration experience.



Cybersecurity

Enhance threat management, accountability, compliance, and productivity while minimizing downtime and risks.



Cloud & Data Center

Boost agility and scalability, accelerate innovation, and enhance business continuity in the cloud.



Mobility & IoT

Choose optimal mobile plans, devices, and apps for enhanced productivity and cost optimization.



Network Services

Modernize your network for quicker implementation, better performance, and improved resiliency.



CX & CONTACT CENTER AS A SERVICE



OPTIMIZE CX. GAIN INSIGHTS. IMPROVE EXPERIENCE.

You've heard all the buzz words – CCaaS, AI, IVR, IVA, ACD, CRM – and more. But how do you know what to look for in a cloud contact center solution? The contact center space is crowded and confusing with over 150 vendors offering a myriad of solutions at varying price points. Let us help make sense of it all by managing the assessment, provider sourcing and vetting, and implementation.

With a robust CX solution, organizations can:

- Exponentially improve customer experience
- Increase agent knowledge and satisfaction with integrations and automation
- Continuously improve your operations with data and predictive analytics
- Quickly scale and enable remote teams
- Decrease costs through a cloud-based platform

Bluewave is here to help you navigate your journey to the cloud and bring you the top contact center options and solutions at the best pricing available. We understand that contact center technology is not a one-size-fits-all solution. Our team will assess your current state and identify the best CX solutions to meet your unique business requirements and exceed your goals.



UNIFIED COMMUNICATIONS



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CONNECT ANYWHERE. INTEGRATE SEAMLESSLY. COLLABORATE INSTANTLY.

Communication technologies are now critical infrastructure, central to every business model, allowing you to act with precision and efficiency. Remote workforces, globalization, and mobile technology have fundamentally changed the way we conduct business. More users from more locations means an increased demand for effective web and video communication technologies. We help companies manage growth and the transition to cloud-based voice and UCaaS solutions that deliver cost savings, enhanced features, flexibility, and disaster recovery while eliminating the need for capital expenditures.

Moving to a modern UCaaS and voice platform comes with many benefits:

- Drive higher team productivity
- Connect easier with customers
- Increase team engagement and happiness
- Decrease costs by eliminating multiple platforms

Bluewave's Solutions Advisors work with leading service providers to offer a full range of voice solutions and cloud communication tools to meet the needs of each client. This includes transitioning from asset-heavy, on-premises communications infrastructure to hybrid models with the goal of leveraging past investments into fully cloud-based subscription models.



CYBERSECURITY SERVICES



MINIMIZE RISK. MANAGE THREATS. MAINTAIN COMPLIANCE.

For companies of all sizes, IT systems and the data stored within them have become the keystones of business. With an evolving perimeter, firewalls alone cannot prevent attacks when breached and are ineffective against attacks from within. Cloud and SaaS adoption has data spread across a more distributed surface and when combined with the speed and sophistication of attacks, even the most advanced IT security teams can be quickly outflanked without the right tools and support.

With a comprehensive security strategy, organizations can:

- Improve effectiveness of managing threats and vulnerabilities by leveraging a “defense in depth” strategy
- Protect assets according to their criticality through the security mesh architecture
- Maintain compliances while embracing the agility of the cloud
- Ensure stable productivity with less system disruption from threats and attacks

The risks are too large to ignore. No matter the size of your business, security must be a priority. Both financial losses and reputations are at stake. Regardless of the depth of your security need or the regulatory compliance you’re trying to abide by, Bluewave is here to help. Whether you’re looking for a security posture assessment or need specific security technology to help you identify, protect, detect, or respond to threats, we offer a full set of solutions to meet your needs and combat the growing number of cyber threats.



CLOUD & DATA CENTER



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PRIVATE CLOUD. PUBLIC CLOUD. HYBRID CLOUD.

Implementing an effective cloud and virtualization strategy offers every business improved agility, resiliency, and reduced total cost of ownership on their application infrastructure. Cloud computing technologies are designed to drive optimization around the applications they run, the skillsets of the IT staff supporting them, and the experience of the users who access them. At the same time, these technologies are more resilient, agile, and secure than purpose built or dedicated servers, but only if leveraged properly.

With a robust cloud solution, organizations can realize:

- Reduced capex spending and shift to opex
- Increased agility, accessibility, and scalability
- Fully connected mobile and remote workforces
- Accelerated innovation and speed to market
- Mitigated risk associated with technology obsolescence
- Enhanced business continuity and disaster recovery plans

Moving to a cloud-based infrastructure is more than just a strategic consideration for organizations. It has become the norm due to its potential for improving business outcomes across the board. Bluewave partners with the leading providers of public, private, and hybrid cloud computing solutions. We work closely with you to assess your current services and how they align with your needs and budget to ensure you buy and control what you need.



MOBILITY & IOT



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SIMPLIFYING MOBILITY. ENABLING YOUR BUSINESS.

Smartphones. Hotspots. Cellular Routers. Fleet Management. Machine-to-Machine Telemetry Sensors. Smart Cities. Private 5G Networks. The experts at Bluewave know how to leverage cutting edge mobility solutions to help enable your business. No matter how you use wireless technology, we'll make sure you're getting the most out of these solutions. By staying current with trends and vertical specific solutions, we make sure your team always has the right tools.

With a robust Mobility & IoT solution, organizations can:

- Optimize costs across all mobile solutions
- Increase real time data collection and insights from the field
- Respond to your business's needs quickly through reduced communication delays
- Ensure your mobile workforce has the wireless support they need when they need it

Bluewave has over two decades of experience partnering with clients to design, solution, and implement mobile technology quickly, efficiently, and cost-effectively. We work with global carriers to order mobile devices and services as well as design endpoint and vertical solutions. By continuously advocating on your behalf, we can ensure that your mobility strategy is always optimized and driving towards your goal.



ENTERPRISE NETWORKING



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ENTERPRISE NETWORKS REINVENTED.

Enterprise networking describes all the physical, logical, and virtual connections that connect users, applications, data, devices, servers, and systems. When optimized, it provides fast, reliable, and efficient access to all the resources that keep the business working. But all network connectivity is not created equally and what may work for one business may hinder another. Efficiency and agility can be accomplished with modern architectures and technologies such as SD-WAN, SASE, and AI/ML network operations platforms.

Work-from-anywhere taught us that agility is just as important as efficiency in today's networked world. Your network architecture should be able to change and adapt at a rapid pace without negative impacts to your business.

Bluewave can help you build a scalable network to meet your growth needs or improve the utilization and effectiveness of what you already have today. We have the expertise and relationships to ensure a faster deployment, scalability, end-to-end network visibility, all with robust security at the best value.

With an optimized network, organizations can realize:

- Network flexibility and efficiency
- Increased agility and productivity
- Higher bandwidth and availability
- Increased security
- Cost reduction



BUILDING DECISION CONFIDENCE IS OUR CORE COMPETENCY



Consultative Approach

Our Bluewave Approach starts with a detailed assessment through our discovery process and gathering insights. Our recommendations are data-driven based on business value modeling.



Customized Solutions

Supplier and technology agnostic, we look for the solution that is right for your business. Using feature/benefit analysis, we only recommend solutions and network designs that are best for your unique situation and requirements.



Single Interface

Our established processes and working relationships with vendors and technology partners allow us to manage the entire selection and contract process and continue to advocate for you through the service delivery.



Advocacy

We provide account support for the life of the contract. We conduct reviews to capture ongoing questions or billing issues and do annual infrastructure and technology audits – ensuring you have the most appropriate service and market prices.



Get the confidence that comes with knowing
you're getting exactly what your business needs to
succeed. Connect with us at bluewave.net or email
hello@bluewave.net.

