



LINE CARD

ProTelesis offers a full suite of technology solutions specifically designed to help our customers focus on their business while we focus on their IT. We provide solutions across the entire IT spectrum from infrastructure services such as Structured Cabling, Data Networks and Carrier Services, to end user focused services such as Unified Communications and Contact Centers.

Our solutions are for the entire organization with start to finish IT Infrastructure, design and implementation. Additional real-time analytic insights, automation, monitoring, and 24/7 support helps our clientele sleep better at night.

Whether you have a single-site or multiple locations, are simple or complex, feel old school or cutting-edge, we will bring you cost savings, increased efficiency, and real-time insights—giving you more time to focus on your business.

Our Philosophy: Some may say it, but we truly are different. We love seeing our services create remarkable enhancements in the way you do business. It is no surprise that our intense focus on customer satisfaction helps us become one of the top Mitel (ShoreTel) partners in the world. See for yourself what 1,200 other customers have already experienced – excellence.

Our Promise: As technology experts with high standards, we are always searching for the next great thing. Before our products get to customers, they go through a rigorous testing cycle at ProTelesis. Many of them are used in our production environment to ensure that they will work as designed and bring the desired efficiencies to you.

Our Mission: Our mission is to make a material difference in our customer's organizations by providing them with the most innovative, cost effective and market-leading business and IT solutions. We strive to be the best technology partner you will ever experience. All ProTelesis employees are highly certified and, more importantly, highly motivated to ensure a great experience.

Headquartered in San Diego, California, ProTelesis has offices in Burlingame, Irvine, Sacramento, Seattle, Salt Lake City, and Bangalore, India.

Click on the following icons to learn more, or call us at **833.977.6835** or email us at info@protelesis.com



NOTE: The following list contains our primary products and services only. However, we can help you with most anything IT, and if we can't help you directly we will engage our business partner community to help you.

Communication & Collaboration

Unified Communications Cloud and On-Premise Systems



ProCloud> Elevate is an easy-to-use cloud based unified communications system that helps employees to be more productive and collaborative. It includes a full-featured phone system combined with chat, web/video conferencing, and file collaboration and backup capabilities with 99.999% reliability.



Mitel's comprehensive range of business phone systems provides a targeted call center, unified communications and cloud communications product to fit the requirements of all customers. With 45 years of industry leadership, we help businesses connect, collaborate and provide better experiences for their customers. Mitel is trusted by 70 million business users in more than 100 countries.



RingCentral, Inc. is a leading provider of global enterprise cloud communications and collaboration solutions. RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect from any location, on any device and via any mode. RingCentral provides unified voice, video, team messaging and collaboration, conferencing, online meetings, digital customer engagement and integrated contact center solutions for enterprises globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows.



Wildix PBX is available as Physical or Virtual appliance or in the Cloud. Wildix software is fully integrated into the hardware which helps to avoid problems related to third-party products integration. Multiple Wildix systems can be connected to provide a single global cluster. Wildix VoIP PBX is a reliable communication system for small or large business, it is scalable, flexible and it easily adapts to the needs of any company.



Microsoft Teams Business Voice makes it easy for small and medium organizations to turn Microsoft Teams into a powerful and flexible telephone system. It can integrate with your existing Mitel, and other manufacturer's, phone system allowing you to use your Teams app for voice calls without having to discard your investment in your current phone system and trunks (phone lines) Teams can also be a replacement for your current phone system by adding a Teams Business Voice Calling Plan. ProTelesis offers Teams integration services as well as Teams Business Voice options.



Zoom Phone includes traditional PBX features that enable employees to talk and interact in new ways to keep businesses moving. Centralized Management provision and manage users and intelligently monitor business interactions with an easy-to-use centralized administration portal. The globally distributed Zoom cloud platform delivers secure HD audio with enterprise-class reliability and quality of service.



8x8, Inc. cloud solutions help businesses transform their customer and employee experience. With one system of engagement for voice, video, collaboration and contact center and one system of intelligence on one technology platform, businesses can now communicate faster and smarter to exceed the speed of customer expectations.

Contact Center



With ProCloud> Contact Center, you can differentiate from the competition where it matters most – the customer experience. Customizable call flows and exceptional QA features help ensure more efficient interactions. Voice, chat, and e-mail queues combine into a single omni-channel experience. Real-time customer insights speed agent-customer interactions. Dynamic notifications extend reach while respecting audience preferences. Deep historical reporting helps drive improved future interactions



Mitel's comprehensive range of business phone systems provides a targeted call center, unified communications and cloud communications product to fit the requirements of all customers. Contact Center options include MiContact Center Business and Enterprise, MiCloud Flex Contact Center, MiCloud Connect Contact Center and MiVoice Connect Contact Center.



We are bringing together NICE and inContact solutions to more effectively meet today's omnichannel contact center needs with our CXone unified cloud customer experience platform. As NICE inContact we are continuing our mission to help customers achieve their business goals, with market-leading cloud technology, outstanding expertise and service delivery, and an extensive, diverse partner ecosystem.



Through the power of the cloud and AI, Genesys technology connects every customer moment across marketing, sales and service on any channel, while also improving employee experiences. Genesys pioneered Experience as a ServiceSM so organizations of any size can provide true personalization at scale. This is enabled by Genesys CloudTM, an all-in-one solution and the world's leading public cloud contact center platform, designed for rapid innovation, scalability and flexibility.



Customers expect more from contact centers today, and legacy systems can't keep up. Talkdesk CX CloudTM is a new kind of cloud contact center – an end-to-end solution on a single platform, delivering everything you need to make customer experience your competitive advantage while optimizing operational efficiency and reducing cost.



ASC is a worldwide leading software provider of omni-channel recording, quality management and analytics. We address all enterprises with recording needs, especially contact centers, financial institutions and public safety organizations. We record, analyze and evaluate interactions across all media, including fixed line and mobile voice, chat, video, screen and SMS or Microsoft Teams Meetings. The content of communication becomes accessible and critical information and trends are revealed, providing real-time business intelligence for immediate management action.

Communication & Collaboration

Unified Communications Applications



The ProCloud> Fax solution is a carrier-grade offering aimed at solving reliability issues with IPbased faxing. We have developed an advanced cloud architecture that delivers industry leading fax success rates along with a robust set of features and built-in security measures. Send and receive faxes directly from any internet connected device. Never worry about getting a busy signal or unnecessary spending on excess ink, paper, and toner.



ProTelesis DID Text Connector is an easy way to text-enable any DID (Direct Inward Dial) or toll-free number in the US and Canada. Read text messages, reply, or send new messages through email or the default texting app on a mobile device. No new equipment is required and there is no need to change phone providers. Easily manage and retrieve employee and customer text communications with the reporting engine.



At Brightmetrics™, we enable your team to gain critical insights from your most common and valuable customer communication tools—your business phone system and contact center application. Brightmetrics pulls and organizes your telephone, and other multi-channel engagement data, into any configuration that you need. We'll empower your team to drill down from summary reports or visualizations, showing high-level trends, into discrete calls or interactions so you can understand context, draw out better informed conclusions to help you make intelligent business decisions.



DVS Analytics Encore® Workforce Optimization (WFO) solutions deliver comprehensive applications for secure screen and call recording, 360° quality management, analytics, workforce management, reporting, and a powerful set of employee engagement capabilities. Encore is specifically known for its automated coaching, integrations with industry-leading communication platforms, and its rapid return on investment. DVSAnalytics has been successfully delivering these solutions to enterprises, across all industries, for over 35 years. From its innovative solutions to exceptional support, customers and resellers find that doing business with DVSAnalytics is a pleasant and profitable experience.



XIMA Standard Reports gives you a way to acquire specific information about each of your Contact Center calls through an easy-to-use reporting system, and Cradle to Grave validates that information found in the reports you run. You can see the action happening in every phone call from "hello" to hang up with Cradle to Grave because it displays every event that takes place during a phone call. XIMA Recording Library makes recordings available through Cradle to Grave. This allows you to easily find your recording files and access specific information you want from the recordings.

Unified Communications Phones and Accessories



Mitel's comprehensive range of business phone systems provides a targeted call center, unified communications and cloud communications product to fit the requirements of all customers. With 45 years of industry leadership, we help businesses connect, collaborate and provide better experiences for their customers. Mitel is trusted by 70 million business users in more than 100 countries.



Yealink is a global brand that specializes in video conferencing, voice communications and collaboration solutions with best-in-class quality, innovative technology and user-friendly experience. As one of the best providers in more than 140 countries and regions, Yealink ranks No.1 in the global market share of SIP phone shipments (Global IP Desktop Phone Growth Excellence Leadership Award Report, Frost & Sullivan, 2019).



Plantronics and Polycom have come together as Poly. Poly is the global communications company that powers authentic human connection and collaboration. Poly is finding new ways to inject these cues into audio and video communication to replicate the face to face experience. To build intimacy. To break walls and span distance. To nurture the simplicity and beauty of human connection.



Logitech is a world leader in products that connect people to the digital experiences they care about. Spanning multiple computing, communication and entertainment platforms, Logitech's combined hardware and software enables or enhances audio and video communication over the internet.



Jabra is in the business of helping you hear what you want to hear – from letting the right sound in, to filtering disruptive noise out – but our products are about so much more than that, packed with intuitive features to make life sound better..



ADTRAN is an established supplier of advanced transmission products for connecting and integrating today's expansive telecommunications networks developed to address high-speed, digital communication. Products include solutions for IP telephony/VoIP, networking equipment solutions, enterprise wireless solutions, including delivering cloud connectivity via high-performance, secure and reliable solutions.



Viking is a provider of telephone accessories, entry controllers and door boxes, apartment entry systems, elevator access and communication devices, industrial paging and telephony control devices.



MultiTech is a global manufacturer of award-winning external and embedded modems, and unified communications products that connect data over cellular and analog networks from anywhere in the world.



Grandstream Networks, Inc. has been connecting the world since 2002 with SIP Unified Communications solutions that allow businesses to be more productive than ever before. Our award-winning solutions serve the small and medium business and enterprises markets and have been recognized throughout the world for their quality, reliability and innovation.

Communication & Collaboration

Carrier Services



ProCloud> SIP is SIP trunking allowing companies to use a telephone PBX for sending and receiving calls over the Internet instead of the standard Public Switched Telephone Network (PSTN). ProCloud> SIP modifies a Private Branch Exchange (PBX) box so it gains VoIP capabilities. However, ProCloud> SIP can handle more than just voice calls, including text messages, images, and video calls, making it suitable as a step into a company investing in unified communications.



IntelePeer delivers an omnichannel communication platform as a service (CPaaS) built for the enterprise. We believe that business communications are meant for more than just simple interactions – they should enable businesses to deliver truly delightful experiences. With our voice, messaging, ready-to-use applications, open APIs, and real time analytics, companies can build and integrate communications-enabled workflows to create world-class customer experiences and improve business processes through automation. Our full-stack solution is backed by a rock-solid network and a team of experts who provide nothing but award-winning customer service.



AT&T SIP trunking and business VoIP service, which goes by the name IP Flexible Reach, designed for businesses that need clear audio communications. AT&T IP Flexible Reach allows businesses to share trunks in multiple locations, making it an ideal SIP trunking solution.

Video Conferencing



Lifesize connects organization with award-winning conferencing technology that covers web, audio and video conferencing. Lifesize offers this experience through a unique integration of plug-and-play HD camera systems and HD phones and easy-to-use cloud-based conferencing software.



Vidyo enriches people's lives by embedding real-time video into digital communications in the moments that matter most. Millions of people around the world connect visually every day through Vidyo's secure, scalable technology and cloud-based services. Its patented platform integrates with virtually any application environment, network, and device to deliver the highest quality experiences that strengthen teams, build trust, solidify relationships, and improve quality of life for everyone.



Zoom helps businesses and organizations bring their teams together in a frictionless environment to get more done. Our easy, reliable cloud platform for video, voice, content sharing, and chat runs across mobile devices, desktops, telephones, and room systems. Zoom is publicly traded on Nasdaq (ZM) and headquartered in San Jose, California.

Paging



From simple voice paging and intercom, to expansive mass notification for emergency situations, Valcom develops a solution that fits your organizations' need. Our products and software technology are currently used in thousands of businesses, government agencies, school districts, college campuses and transportation hubs around the world.



Unifying people and improving lives through communication. For close to a century, Bogen Communications, Inc. has been a leading provider of commercial amplifiers, speakers, and intercom systems for music, paging, and educational applications.

IT Infrastructure

Servers and Server Software



Dell PowerEdge servers provide the highest performance for a diverse set of workloads from the edge to the cloud to the core. As applications and workplaces become more complex, it becomes more important than ever for businesses to have end-to-end solutions that work together seamlessly.



Lenovo servers offer low setup costs, reduced complexity, and easy scalability for large data centers and small businesses. We offer an improved approach to the common server form factor with rack server, tower server, blade server, and even more advanced mission critical server and high-density server options.



HPE ProLiant servers with HPE InfoSight are the ideal choice to overcome the common business infrastructure challenges. They offer the unique combination of market-leading, award-winning servers backed up by a powerful AI analytics platform and if that's not enough to convince you, we've listed below five more reasons to choose HPE ProLiant servers with HPE InfoSight for your business



VMware is a virtualization and cloud computing software provider based in Palo Alto, Calif. Founded in 1998, VMware is a subsidiary of Dell Technologies. EMC Corporation originally acquired VMware in 2004; EMC was later acquired by Dell Technologies in 2016. VMware bases its virtualization technologies on its bare-metal hypervisor ESX/ESXi in x86 architecture.



Neverfail Continuity Engine protects your most mission-critical applications with a goal of zero downtime. It delivers near instantaneous failover with near-zero recovery times by proactively monitoring the health of your applications and ensuring that it is always in a healthy condition and in a healthy site. That site can be at the primary site, a secondary site, or even a tertiary site.

Networking



Since 1996, Extreme has been pushing the boundaries of networking technology, driven by a vision of making it simpler and faster as well as more agile and secure. But our higher purpose has always been helping our customers connect beyond the network... strengthening their relationships with those they serve. Today, we call that Customer-Driven Networking.



Aruba, a Hewlett Packard Enterprise company, has repeatedly been recognized by third party analysts as a leader in Wi-Fi 6, switching, SD-Branch, and a visionary in Data Center Networking. The world's largest companies rely on us to provide a secure, AI-powered edge services platform that spans across campus, branch, data center, and remote working environments for a single operational experience



Aerohive was acquired by Extreme Networks. With Aerohive, Extreme will offer customers and partners more choices for cloud and on-premises wired and wireless technology, including the industry's broadest array of wireless LAN solutions at a critical technology transition to Wi-Fi 6 – all from a single vendor and backed by its award-winning, insourced services and support team.



Legacy Ethernet LANs face many challenges including exponential growth in devices and applications, increased throughput demands from wireless LANs, and complex security implementations. Rather than asking how to secure traditional Ethernet LANs, Fortinet takes a security driven networking approach offering Ethernet as an extension of the security infrastructure through FortiSwitch and FortiLink.



VMware's cloud-delivered SD-WAN from VeloCloud enables enterprises to support application growth, network agility, and simplified branch implementations while delivering optimized access to cloud services, private data centers and enterprise applications simultaneously over both ordinary broadband Internet and private links..



RUCKUS® networks simplify life for IT, while enabling them to deliver exceptional user experiences. With RUCKUS products and solutions, any organization—regardless of size or sophistication—can easily deploy, manage and expand a converged IT/OT network, while addressing unique business outcomes. With the help of machine learning and AI, IT can troubleshoot faster and proactively create, measure and meet SLAs that address the evolving needs of their users.



Futureproof your networking strategy with next-gen infrastructure from Aruba Networks. Designed to enable cloud, mobile, and IoT, Aruba's network switches deliver performance, automation, and built-in analytics to support current and future business needs. Invest in networking infrastructure that can handle massive amounts of traffic and scale with your business. Meet growing user, device, and app demands without missing a beat.



Cisco delivers a comprehensive portfolio of switching solutions for Enterprise Networks, data centers, and smaller businesses. These solutions are optimized for a wide range of industries, including service providers, financial services, and the public sector. Get a choice of traditional, cloud managed, or full fabric-control mode--as well as a range of features, scales, port speeds, and interface types from 1G to 100G.

IT Infrastructure

Cyber Security



The Fortinet Security Fabric platform provides true integration and automation across an organization's security infrastructure, delivering unparalleled protection and visibility to every network segment, device, and appliance, whether virtual, in the cloud, or on-premises.



Cylance uses cutting-edge algorithms and artificial intelligence to proactively protect you, preventing threats like malware, hackers, viruses, ransomware, and malicious websites. It does this whilst being lightweight and easy to use. Cylance's AI has been demonstrated as effective against threats -- even without updates -- over 2 years into the future.



To stay one step ahead of today's ever-evolving threats, enterprises and public sector organizations alike need a security partner that can keep pace with the expanding attack surface. TrapX has become the leader in cyber Deception because we not only help security teams successfully detect and counter an active attack, we also help them learn about their adversaries and better prepare for attacks in the future.



Sophos evolves to meet every new challenge, protecting more than 400,000 organizations of all sizes in more than 150 countries from today's most advanced cyber threats. Powered by SophosLabs, our cloud-native and AI-enhanced solutions are able to adapt and evolve to secure endpoints and networks against never-before-seen cybercriminal tactics and techniques.

IT Hosting and Managed Services



ProCloud> MSP offers small to medium sized companies an alternative to internal IT services or augmentation of your internal IT staff. Let ProTelesis manage your IT infrastructure to allow you to focus on more strategic company initiatives. We offer a free network assessment to identify IT issues and recommendations. We offer 24x7x365 network monitoring, troubleshooting and remediation, network device configuration, patch management, cyber security assessment and management, 24x7x365 help desk and more.



ProCloud> Data Center offers small to medium sized companies an alternative to on premise IT allowing you to move your IT to the cloud in our geo redundant data centers. We offer managed network services, hosted servers, hosted telephony, hosted fax, desktop and server support services, circuit support services, software licenses, equipment rental and other services. Whether you simply need rack space or complete outsourcing of your IT infrastructure, we can help you.



ProCloud> Backup offers small to medium sized companies an alternative to managing server backup, restore and disaster recovery. We use the latest in secure cloud backup solutions to help you automate and schedule the backup of your critical data. We also offer disaster recovery planning and implementation to ensure your data is quickly recoverable when emergencies arise. Gain piece of mind knowing your data is continuously backed up and safe and available whenever you need it.

Cabling



Siemon is an industry leader in the design and manufacture of high quality, high performance IT infrastructure solutions and services for Data Centers, Intelligent Buildings and Enterprise LANs. We exist to deliver innovative IT infrastructure solutions that will connect the world.



Chatsworth Products (CPI) is a global manufacturer of products and solutions that protect your ever-growing investment in information and communications technology for IT. With decades of experience engineering thermal, power and cable management solutions for the data center, enterprise networking and industrial enclosure markets, CPI is well positioned to provide you with unequalled application expertise, customer service and technical support, and a global network of industry-leading distributors.



Since its creation in 2006 Vertical Cable has been a leader in supplying Low voltage cables, Connectivity products and accessories. Vertical Cable is internationally recognized for bringing value, quality, technology and price together. The parent company was founded in 1987 in Fort Lauderdale, Florida.



Since ushering in the telecommunications revolution with the invention of low-loss optical fiber in 1970, Corning has been continually innovating to increase the speed and capacity of optical fiber networks, while providing innovations that make deployment easier and more cost effective. Today, we are delivering optical communications solutions for growing segments like outdoor and indoor 5G networks, and hyperscale data centers.



Physical infrastructure is a strategic foundation that can help futureproof your business. Panduit's industrial electrical and network infrastructure ensures smart, scalable, and efficient connectivity solutions across the enterprise to help you compete and succeed in a constantly evolving global marketplace.

Audio/Visual



Crestron Electronics has carved the path for technological innovation since 1972. We create automation solutions that transform the way people live their lives, making their day-to-day tasks easier and improving efficiency and productivity. Crestron engineers high-tech solutions for every market. From customized luxury smart home automation to scalable out-of-the-box collaborative tools, we provide award-winning, leading-edge technology and outstanding customer experiences.



LG Electronics is focused on developing new innovations across Business. We are committed to providing commercial electronic products that help businesses perform better. To support this, we have developed unique and state-of-the-art Business products. We offer a wide range of products, including information displays, digital signage for advertising, commercial system air conditioners, VRF systems & tailored solutions for different vertical markets. Find out more about our Business products today. Contact your local LG representative for more information.



Sharp is dedicated to improving people's lives through the use of advanced technology and a commitment to innovation, quality, value, and design. We invite you to find out more about us, the value we place upon Corporate Social Responsibility, our on-going commitment to strong business ethics, and the numerous awards won by our innovative products.



As a global leader in enterprise mobility and information technology, Samsung provides enterprise products and services that help customers realize the promise of digital business. Samsung utilizes partnerships to transform our products into end-to-end solutions. From hardware to software to implementation, we work with integrators to bring these solutions to life.



Vivitek, a brand of Delta, is a leading manufacturer of visual display and presentation products. The company's extensive lineup of award-winning digital projectors, collaboration and Digital Signage devices incorporate the latest innovations and technologies to deliver superior products.



Screen Innovations is not your traditional screen manufacturer. We are passionate about creating new projection screen and shade technologies but even more so – creating success for our amazing dealers. Solutions include projection screen, projector screen, home theater, commercial, screen technologies, black diamond screen, motorized projector screen, fixed projector screen, theater screen, commercial screen, venue screen, simulation screen, and house of worship.



Whether you're a musician, audio engineer, podcaster, lecturer, broadcaster, IT manager, sound contractor, YouTuber, or simply a music lover, Shure has an innovative audio product to exceed your expectations. From microphones to headphones to conferencing gear, we make products that help you define your sound. We take equipment issues out of the audio equation, so you can concentrate on your message or performance with confidence.



ClearOne is a global market leader enabling conferencing, collaboration, and network streaming solutions. ClearOne's easy-to-use, affordable conferencing, collaboration, and streaming solutions deliver an unequalled user experience with unprecedented levels of functionality, reliability, and scalability.



Biamp Systems, LLC is a leading provider of innovative, networked media systems that power the world's most sophisticated audio/video installations. The company is recognized worldwide for delivering high-quality products and backing each one with a commitment to exceptional customer service. With the acquisition of Cambridge Sound Management, Biamp adds the undisputed leading brand in the fast-growing sound masking market.



Barco is a global technology leader that develops networked visualization solutions for the entertainment, enterprise and healthcare markets. Our solutions help people to enjoy compelling entertainment experiences; they foster knowledge sharing and smart decision-making in organizations and help hospitals provide their patients with the best possible healthcare.



At SpinetiX we inspire businesses to unlock the potential of their story. We believe in the power of digital signage as a dynamic new storytelling platform to engage with people. For more than 13 years, we have been constantly innovating to deliver cutting-edge digital signage solutions that help our customers shine.



Listen Technologies brings power and clarity to the sounds that enrich people's lives—with solutions that overcome the challenges of noise, distance, clashing conversations, and hearing loss to deliver precise and personalized audio in any setting or environment. These solutions—and the people behind them—are motivated by a deep understanding of what sounds really mean for the people who can't quite hear them and the belief that everyone should be able to connect to experiences with pure, focused sound.

Physical Security



Milestone Systems' sustained growth is based on our unique openness in terms of our business model, our open company culture and our open platform approach to the video technology industry. Our purpose is to Make the World See. Our open and independent IP video surveillance platform helps protect people and assets and enables our customers to optimize their business processes.



Axis Security sees a world where access to business applications is fully managed and secured based on modern architecture, innovative technology and a zero-trust business-centric approach. Our technologies transform open networks and vulnerable applications into fully protected resources that the business can leverage and trust to grow in a myriad of ways they can't today.



Maxxess is a leading technology software and manufacturing firm providing enterprise security and system integration solutions worldwide. Maxxess brings new thinking to the electronic security industry through innovative, flexible and extensible network-based software and mobile workforce management systems.



Hikvision's commitment to R&D innovation is ongoing. Today, in addition to our robust video surveillance products portfolio, we offer cutting-edge technologies to North America, including deep learning/AI, industrial automation, robotic vision, and advanced smart home solutions connected to a cloud platform.



Since 1961, Linear has been a trusted brand in the perimeter access and access control industry for both commercial and residential markets. Based in Carlsbad, Calif., Linear is part of the Nortek Control family of brands and manufactures gate and garage door operators, telephone entry systems, accessories and more.