

Simple, Secure, and Scalable: The CCaaS Platform Built for IT

Modern Contact Centers are Built on Trust and Innovation

As an IT leader, you know the contact center is more than just phones and agents. It's a mission-critical part of your business's customer experience strategy, and it's your job to ensure the technology is secure, scalable, and reliable.

Today's customer-centric organizations need technical reliability, system integration, scalability, and airtight security. You're constantly challenged by outdated legacy systems and the complexities of integrating new technology. This is where a modern, cloud-native CCaaS platform becomes your strategic advantage, and not just another piece of technology to manage.

The High Cost, and Risk, of Legacy Tech

- Up to 80% of an organization's annual budget can go to "keeping the lights on" for legacy systems.
- Transitioning to a modern, cloud-based CCaaS can reduce IT efforts by up to 60%
- 70% of all data breaches occur in organizations running on legacy systems, with the average cost of a global breach being reached \$4.35 million
- The average cost of downtime can be as high as \$9,000 per minute for large organizations

What's Blocking IT Teams From Delivering Great CX

Legacy infrastructure and lack of modern tools are often the root cause of performance gaps, creating significant technical and operational hurdles.

Legacy System Constraints & Integration

Complexity: You're forced to manage a tangled web of legacy systems that are difficult to integrate with your existing tech stack. These constraints limit your ability to scale and innovate, making it nearly impossible to build and deploy modern CX and AI tools without complex programming.

Security Vulnerabilities: With remote and hybrid workforces now the norm, the security and compliance risks associated with storing Personally Identifiable Information (PII) in multiple systems have never been higher. You need a solution that protects customer data without creating new headaches or vulnerabilities.

Unreliable Service & Uptime: Many CX vendors tout impressive uptime statistics, but these figures often exclude planned maintenance or non-data center downtime. The result is a user-perceived uptime that falls short of expectations, leading to service disruptions that impact your customers and your bottom line.



The Path to IT Excellence with UJET

UJET's modern CCaaS platform is built for the demands of IT leaders, providing a secure, scalable, and developer-friendly foundation that empowers your business to innovate without compromise.

Real-Time Data Exchange for True Security &

Compliance: UJET is the only platform that writes customer data, transcripts, and interaction details directly to your existing CRM in real time.

"Privacy-by-design" approach means no PII is ever stored on our platform, helping you meet global data privacy regulations, giving peace of mind by storing all data in your secure system of record.

Multi-region Failover: UJET's multi-region architecture allows enterprises to run our CCaaS platform across cloud infrastructure regions, offering automatic failover and managed failback. This increases resiliency, ensures business continuity, and offers customers "mission-critical uptime".

Developer-Friendly & Highly Scalable Platform: Our platform provides rich Mobile and Web Software Development Kits (SDKs) allowing your team to build, deploy, and iterate quickly without complex coding. [G2](#) customer reviews showcase UJET's 2-month average implementation time, 23-month average return on investment, and ease of use.

Optimized Call Quality with Resilient Voice: UJET provides industry-leading call quality (with an average MOS score of 4.4), backed by our multi-provider voice platform for enhanced resiliency. This ensures a superior experience for both your customers and remote agents, with a built-in network strength indicator that provides real-time visibility into connectivity.

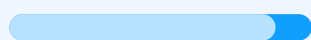


Real Results from Real Customers



When you can trust technology to be simple, safe, and scalable, it's easier to find value. IT leaders, like the team at Capital on Tap, trust UJET to deliver a reliable, secure, high-performing contact center platform and drive real business impact:

12%



reduced average hold time

Increased SLA delivery
rate from 88% to

92%

Raised CSAT rating
from 4.4 to

4.6