



## West Corporation Launches VoiceMaxx Cloud Calling (Cisco BroadCloud)

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### West expands UCaaS services to midmarket organizations with launch of PSTN-enabled Cisco BroadCloud solution

OMAHA, Neb., March 27, 2019 (GLOBE NEWSWIRE) -- [West Corporation](#) ("West" or the "Company"), a global leader in technology-enabled services, introduces VoiceMaxx<sup>®</sup> Cloud Calling, a Cisco<sup>®</sup> BroadCloud hosted calling solution designed for midmarket organizations. As a Cisco Gold Certified Partner, a Master Specialized in Collaboration and a Cisco Powered Cisco Webex Teams Service Provider, West is named among a small group of elite Cisco partners to offer Cisco BroadCloud calling, and the first partner to market with an offering that includes a proprietary solution for PSTN voice connectivity.

A complete business phone system in the Cloud, VoiceMaxx Cloud Calling (Cisco BroadCloud) includes PSTN connectivity via West's [MaxxConnect SIP Trunking](#), enabling enterprise-grade features that allow customers to take and make calls from anywhere and on any device. The solution gives faster, easier access to tools, people and data and includes secure collaboration through Cisco Webex Teams<sup>™</sup>. West's entire Cisco portfolio, including Webex Meetings and omnichannel contact center solution, Cisco Customer Journey Platform (CJP), can also be seamlessly integrated with VoiceMaxx Cloud Calling, giving customers a single-vendor hosted UCaaS solution. With hands-on support and management from West throughout the planning, implementation and adoption processes, VoiceMaxx Cloud Calling eliminates the burden of day-to-day telephony management for internal IT teams.

"The launch of VoiceMaxx Cloud Calling marks West's ability to provide a fully integrated UCaaS portfolio including contact center services to a new segment of midmarket organizations," said Rob Bellmar, Chief Product Officer for West. "West is transforming to better serve the needs of the market and differentiating our offering through innovative public and owned stack solutions that help our customers reduce complexity and enhance agility and productivity."

VoiceMaxx Cloud Calling will be available initially to customers in the United States and Canada. The Company plans to extend the offering to EMEA and APAC regions later this year.

#### About West Corporation:

West Corporation is a leading technology enablement company that connects people around the world, making companies more efficient and improving lives. West helps its clients more effectively communicate, collaborate and connect with their audiences through a diverse portfolio of innovative solutions.

For over 30 years, West has provided reliable, high-quality voice and data services. West has sales and/or operations in the United States, Canada, Europe, the Middle East, Asia Pacific, Latin America and South America. West is controlled by affiliates of certain funds managed by Apollo Global Management, LLC (NYSE: APO). For more information, please call 1-800-841-9000 or visit [www.west.com](http://www.west.com).

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