

Overview

West Corporation is a global provider of technology-enabled communication and network infrastructure services. West helps its clients more effectively communicate, collaborate and connect with their audiences through a diverse portfolio of solutions that include unified communications services, safety services, interactive services and specialized agent services.

For over 30 years, West has provided reliable, high-quality voice and data services. West has sales and operations in the United States, Canada, Europe, the Middle East, Asia Pacific and Latin America. For more information please visit www.west.com.

169 Million conference calls facilitated in 2016.

Over **64 Million** lives touched each month by Interactive Services.

223 Million telephone numbers managed by Safety Services.

Millions of individuals covered by healthcare advocacy services.

440 Million 9-1-1 transactions facilitated in 2016.

Our portfolio of technology-enabled communication services includes:

Unified Communications Services

- UCaaS
- Hosted IP-PBX and enterprise call management
- Hosted IP trunking solutions
- Hosted managed MPLS network services
- Cloud-based network security services
- Professional services and system integration
- Audio collaboration
- Web collaboration
- Video collaboration
- Webcasting and webinars
- Virtual event and environments
- Video managed services and video conferencing bridging services

Telecom Services

- Toll-free services
- Direct inward dialing
- Termination services

Safety Services

- 9-1-1 Network services
- 9-1-1 Telephony systems and services
- 9-1-1 Solutions for enterprise VoIP and UC
- Database management

Interactive Services

- Proactive notifications and mobility
- IVR self-service
- Cloud contact center
- Professional services

Specialized Agent Services

- Healthcare advocacy
- Revenue generation
- Cost management