



# Development Pro-Services

Vertical Communications is an 8x8 Wholesale Value-Added Reseller who installs and support customers across the US. Vertical's team has worked closely with 8x8 to become the first and only certified outsourced pro-services provider to 8x8 in the USA with an extensive software development team ready to help your clients.



## EXAMPLE CUSTOMERS



New York City Teachers' Retirement System  
(one of the 10 largest pension funds in the US)

- Built Complex Intelligent IVR (JSON Connector)
- Connected to AS/400 and SQL systems
- Created screen-pop connector to 8x8



Leading US pharmacy provider and Fortune 100 company

- Built prescription refill IVR for millions of calls
- Created custom UC client for Zebra POS devices
- Connected analytics to customer data warehouse

## EXAMPLE PROJECTS



Built complete VoiceXML IVR Platform and custom applications for customers with template and TTS abilities

- Scheduled Appointment Reminder
- Outbound Customer Service Survey
- Employee PTO Request Application



Third-party integrations to customer-specific applications for logging, screen-pop, etc.

- CRMs like Salesforce, MS Dynamics, & Netsuite
- Pharmacy apps like McKesson EnterpriseRX
- Auto Dealer Management like Dealersocket



Built full-featured web-based UC client on Google Cloud and WebRTC

- Soft-phone client with chat, presence, etc.
- Video-conferencing using WebRTC
- Account management

## TEAM COMPOSITION



- 6 solution engineers to spec requirements
- 8 full-time developers to build software
- 2 QA engineers for testing
- Extensive contractor network for specialties
- Mostly US-based
- Average 10 years experience with Vertical
- Extensive experience with UC and CC projects

## TEAM CAPABILITIES

- Front-end and back-end development
- UX/UI expertise
- Comprehensive SIP stack
- 8x8 Intelligent IVR (Confluence experience)
- AWS and Google Cloud expertise
- Third-party integrations
- Web development

```

<?php
@var boolean
define('PSI_INTERNAL_XML', false);
if (version_compare("5.2", PHP_VERSION, ">") {
    die("PHP 5.2 or greater is required!!!");
}
if (!extension_loaded("pcr")) {
    die("phpSysInfo requires the pcr extension to php in order to work
        properly.");
}
require_once APP_ROOT.'/includes/autoloader.inc.php';

// Load configuration
require_once APP_ROOT.'/config.php';
if (!defined('PSI_CONFIG_FILE') || !defined('PSI_DEBUG')) {
    $tpl = new Template("/templates/html/error_config.html");
    echo $tpl->fetch();
    die();
}

```

## THE VERTICAL DIFFERENCE

Vertical succeeds by delivering world-class service and solutions. Over the last several years we have accomplished this for hundreds of 8x8 customers. Companies that choose Vertical receive an unmatched customer experience. Our average NPS score is currently an industry-leading 69.3 from our customers.

We can help you deliver the same high-quality experience for your customers who need custom-developed solutions, whether it's third-party integration, complex IVR, an analytics report, or data warehouse integration. Vertical's proven agile development process will deliver customer satisfaction for years to come.

**Get Vertical involved in your project today. Just reach out to [VMarketing@vertical.com](mailto:VMarketing@vertical.com) and we will get an SE assigned immediately.**