SAVE TIME · REDUCE COSTS · TAKE CONTROL

CUSTOMER EXPERIENCE

Give your customers the experience they deserve

Communicate reliably anytime, anywhere, with modern cloud phone and contact-center tools.

Customer expectations are at an all-time high. Outdated phone systems and disconnected tools lead to long waits and disjointed experiences, and they add to your team's workload.

Raise satisfaction and lower costs. Modern customer-experience tools add automation and self-service so interactions are faster, and they remove the headache of maintaining aging on-premises equipment.

01 Future-proof your communication

Cloud phones (UCaaS)	Contact center	SMS and messaging	Video conferencing
CPaaS	Automation	Analytics	Artificial intelligence

02 Built for a mobile workforce

Gain expertise without upskilling

Moving from on-premises to cloud communications takes diverse skills. We help migrate your systems and integrate your collaboration tools.

Benefit from expert guidance

From home offices to contact centers, your team handles calls and messages across many channels. We review your setup and recommend improvements.

One number, any device

Employees answer business calls on desk phones, laptops or mobile apps, with the same features wherever they work.

Insight into every interaction

Reporting and AI tools show wait times, call volumes and trends, so you can staff and respond better.

Questions to ask yourself

1. How long do customers wait on hold, and how many calls go unanswered?
2. Can your team take business calls from anywhere?
3. Are calls, chats and texts handled in one system or several?
4. When will your current phone equipment need replacing?

How it works

1

Cost review

Tell us what you use today, what you pay and when contracts renew.

2

Comparison

We bring best-fit options side by side, with pricing.

3

You choose

We place the order and coordinate a smooth transition.

4

Ongoing advocacy

We stay your contact for support, renewals and changes.

Why Support Bay

Since 1988

More than 35 years helping Los Angeles businesses choose, run and protect their technology.

One relationship

A single point of contact for every provider, contract and renewal, so nothing slips.

We can do the work too

Our SupportMax team sets up, manages and supports what you buy, when you want the help.

Get a free phone and CX review

We'll compare cloud phone and contact-center options for your team.

310.294.8969

supportbay.com/technology-advisory

Provider pricing and availability are subject to change. Support Bay, LLC is a Los Angeles technology company founded in 1988 and the parent of SupportMax and Telling Marketing.