



## Norstar Unified Communications:

Norstar gives you first-rate communications, outstanding phones, fax, mobile apps and audio & web conferencing—as well as a Virtual Contact Center for high-volume customer contact. Norstar Desktop is a powerful collaboration tool that combines all of your business communications into a simple and easy to use application. Norstar Desktop provides:

- Internal Instant Messaging
- Integrated Softphone
- Unified Communications
- Video calling

- Audio Conferencing
- Personal Presence
- Call Control
- Speech-to-Text Voicemail

# Connect multiple locations with Norstar's unified communications

- **Advanced Fortune-500 features**
- **Smartphone apps**
- **Secure and compliant**

**Find-me, follow-me call forwarding**  
**Collaboration tools**

- Need to video conference together with your partner in another office, your client, and your agent? Norstar One Unified Communications does that. You get video conferencing, screen share, and instant messaging & presence in a single app. It's a professional phone system that offers more than 50 calling features
- Call Recording lets you capture conversations and important discussions for later playback or transcription
- Easily operate a 'virtual' office or outsource tasks. Norstar One was designed for virtual teams.
- Make it easy for clients to reach you. Give out one number. Norstar Cloud-based UC works on laptop, tablet, or mobile phones
- Streamline client contact. Auto Attendant and other advanced call management features give clients seamless contact with you and your team
- Automatically route after-hours calls to auto-attendants
- Affordable cloud communications reduces costs. Our voice customers report saving up to 50% compared to traditional on-premises phone systems
- Incorporate self-service options to quickly respond to customer requests, while freeing up your agents' time
- Enhance customer experience- Communicate with your customers via the mediums they prefer

## Affordable Pricing

**Norstar delivers the most cost-effective, reliable, feature-filled business communications solution.**

- **UNLIMITED CALLING US, CANADA & PUERTO RICO.**
- A plan for every budget. Hosted Voice customers typically save 30% to 50% compared to traditional phone systems.

## COMPARE PLANS

## See All Our 50 Feature Sets



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- Personal Presence
- Audio Conferencing
- Unified Communications
- Integrated Softphone
- Call Control



Mobile Applications



Norstar One Mobile allows you to connect to coworkers and clients from your mobile devices. With the Norstar One mobile application, you have the power of your entire business phone system in the palm of your hand. With 75 percent of insurance professionals using mobile technologies on a weekly basis, smartphones have become critical tools in the insurance industry, allowing your employees to keep on top of status updates in addition to fostering relationships with clients.

The most important advantage of Norstar hosted PBX besides its world class performance and advanced features (50 plus) is the cost savings, which can be anywhere from 30% to 50% (or more) each year. There are no Capex costs, or ongoing maintenance, support or upgrade costs.

**Cost Savings - Norstar** systems are built specifically to meet agent communication needs while saving your agency money compared to traditional phone service. Desk phones are included in our price.

**Improved Policyholder Experience** - Advanced phone features like multiple auto attendants and call routing help agents **communicate more efficiently** between current and potential policyholders.

**Keep agents connected** to the office from anywhere at any time.

**Monitor Agent Productivity** - Whether you have one or multiple agencies, your business growth depends on agents staying productive. Measuring important agent call metrics like call volumes, talk-time, and missed calls gives you the true data to **make important business decisions**.

**Connect with Other Tools** - Integrate your phone system with other tools to quickly identify who is calling and have their customer data displayed on your screen to **provide a more personal touch** when answering the phone.

**Work Anywhere** - Work is an activity, not a location. Your availability to meet the needs of your customers doesn't stop when you're away from the office. Forward calls to your cell phone, ring multiple phones in sequence, or have them all linked together to ensure you **NEVER miss customer calls**.

**Unite multiple offices** or service multiple cities from a single office.

**Keep sensitive information** safe in our data centers.

## SIP Trunking / VoIP



### **Consolidate Voice & Data with Business Class SIP Trunking.**

Bring together your data, voice, and Internet over your IP connection to improve network capacity, increase productivity, and reduce costs. SIP Trunks are significantly less expensive than traditional analog lines and PRIs.

## **Norstar Network**



A Norstar Network infrastructure provides insurance companies with the connectivity and bandwidth required to take advantage of better practices through technology.

- **Fast Internet Access**
- **Full Gig E-Services**
- **Private Metro Fiber Networks**

Our services can provide your organization with a network connection that's fast, secure and cost-effective, allowing agents and staff to send all types of information, files and videos safely and quickly. Norstar architects will design and implement a state-of-the-art production cloud service to meet your requirements and surpass your expectations.

## **Maximized Security**



The security of your client's information, as well as the security of your network, is sacrosanct. As a managed security services provider, we can help your organization Assess, Protect, Detect, and Respond to threats. We can provide risk mitigation analysis, as well as a complete security solution. Norstar works with our insurance company clients to deliver a truly secure network solution by integrating with our Firewall-as-a-Service solution. This enables your organization with DDoS protection, traffic filtering, Unified Threat Management (UTM) and much more.

Norstar Unified Threat Management (UTM) provides advanced comprehensive, multi-layered security that safeguards your network and information assets against viruses, malware, and emerging cyber threats. Norstar managed network services

combine Next-Gen Firewall, Intrusion Detection/Prevention, endpoint protection, authentication, Content Filtering, and Antivirus & Anti-phishing for a complete, integrated, end-to-end network security solution.

Lower your cybersecurity risks, improve compliance and protect your critical business assets with flexible IT security solutions that maximize your budget. Our experts will work with you to custom-design a solution that's tailored to your specific business requirements.

## SD-WAN



Deliver a unique SD-WAN and SD-Security solution to enable insurance companies to truly software-define their WAN and branch offices with a cloud-native software platform. This solution delivers integrated networking and multi-layer security services while simplifying and unifying visibility and analytics under a single interface.

A reliable and resilient SD-WAN with automatic failover and load balancing allows insurance companies to operate and serve their guests 24x7, without any interruption. Cloud optimized networks connecting branch and remote sites, leveraging software defined intelligence for superior network performance, reliability and control. Norstar SD-WAN provides affordable, efficient multiple Internet link management to insurance companies. With links from multiple sources on multiple technologies, Internet access uptime can reach 99.999%, ensuring connectivity to demanding business customers and enhancing guest loyalty.

## Backup & Disaster Recovery



Deploy a customized solution that precisely fits your performance requirements and risk profile. Choose from simple data backups to complete business continuity solutions with guaranteed recovery SLAs and full IT support.

## Fully Compliant Colocation Facilities



When you colocate your servers at Norstar's certified facilities, you will enjoy the following benefits:

- High-speed, redundant connectivity for super-fast access to client data.
- Greater security and enhanced performance over hosting at your location.

- Total control over your servers with 24/7 key card access.
- Optional managed services that allow you to reduce IT support costs.



[Click Here For a Quote](#)

**Or Call Customer Service 1-888-755-4589**