

Enjoy work, enjoy life.
Enjoy sharing



an NTT Communications Company

[Enjoy sharing]

Arkadin is the world's fastest growing Collaboration Services Provider. We offer a range of Unified Communications and audio, web and video collaboration solutions, as well as virtual events. These are delivered in the Cloud for fast, scalable deployment.

Our mission is to lead companies to increased growth and success by delivering positive collaboration experiences.



33

Countries and cultures that are part of our growing corporate infrastructure



19

Languages covered by our global customer service teams and end user communications



53

Offices in strategic locations to give a global perspective with local understanding



Arkadin is a member of the NTT Group, one of the largest telecommunications companies in the world. Our clients can be assured that all their IT needs can be met through one business partner, from consultancy and architecture design to systems integration, security and cloud services.

Best of breed cloud UC&C solutions

- User satisfaction
- Scalability and business mobility
- Low Total Cost of Ownership

Premium quality of services

- Reliability
- Security
- Efficiency

Truly local end-to-end client support

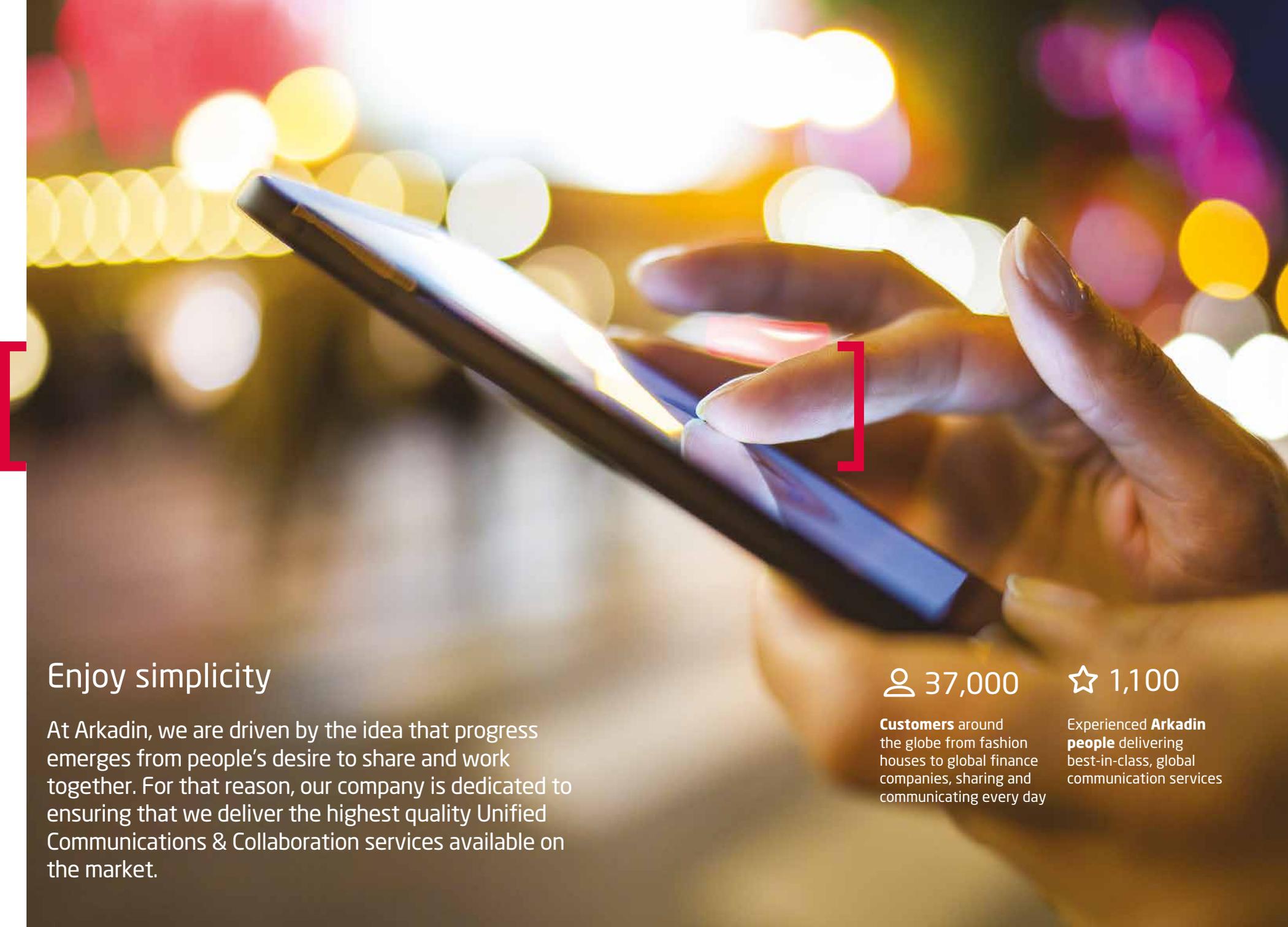
- Quick adoption
- Minimal consumption gap
- Customization

High interoperability & integration

- Business continuity
- Infrastructure optimization
- Sustained technology ROI

Enjoy connecting

We believe that success is the product of constructive collaboration and teamwork, regardless of your industry or the size of your organization. The collective strength of individual talent results in greater innovation and productivity within companies.



Enjoy simplicity

At Arkadin, we are driven by the idea that progress emerges from people's desire to share and work together. For that reason, our company is dedicated to ensuring that we deliver the highest quality Unified Communications & Collaboration services available on the market.

 37,000

Customers around the globe from fashion houses to global finance companies, sharing and communicating every day

 1,100

Experienced **Arkadin people** delivering best-in-class, global communication services

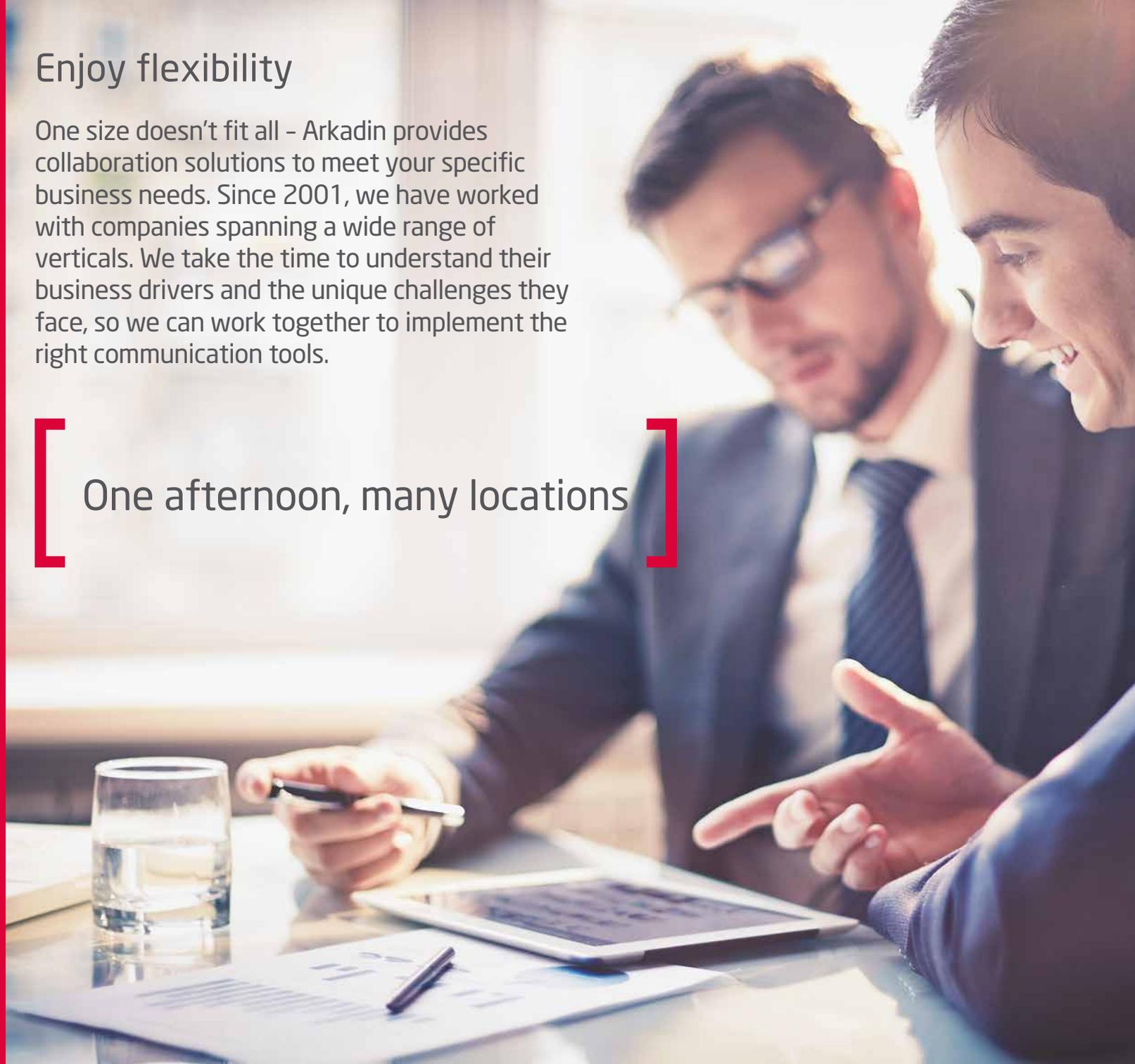
Enjoy flexibility

One size doesn't fit all - Arkadin provides collaboration solutions to meet your specific business needs. Since 2001, we have worked with companies spanning a wide range of verticals. We take the time to understand their business drivers and the unique challenges they face, so we can work together to implement the right communication tools.

[One afternoon, many locations]

"A level of growth such as this cannot be achieved without a strong commitment to quality of the products and management of the company."

Deloitte



Enjoy choice

Collaborating with a mobile workforce as well as partners and clients requires powerful, flexible communication tools that adapt to evolving market demands.



Unified Communications

Telephony-enabled Unified Communications as a Service converges voice, video and web-based conferencing, chat, presence and virtual workspaces into a single interface, facilitating information sharing anytime, anywhere.

Our portfolio of award winning Unified Communications as a Service solutions is hosted on Arkadin's private and secure cloud platform to provide maximum scalability, the highest quality of service and full data protection.



Audio conferencing

Superior quality ArkadinAudio integrated into all of our collaboration and conferencing solutions



Video conferencing

From personal desktop and mobile to telepresence rooms, Arkadin is your one stop shop for video collaboration



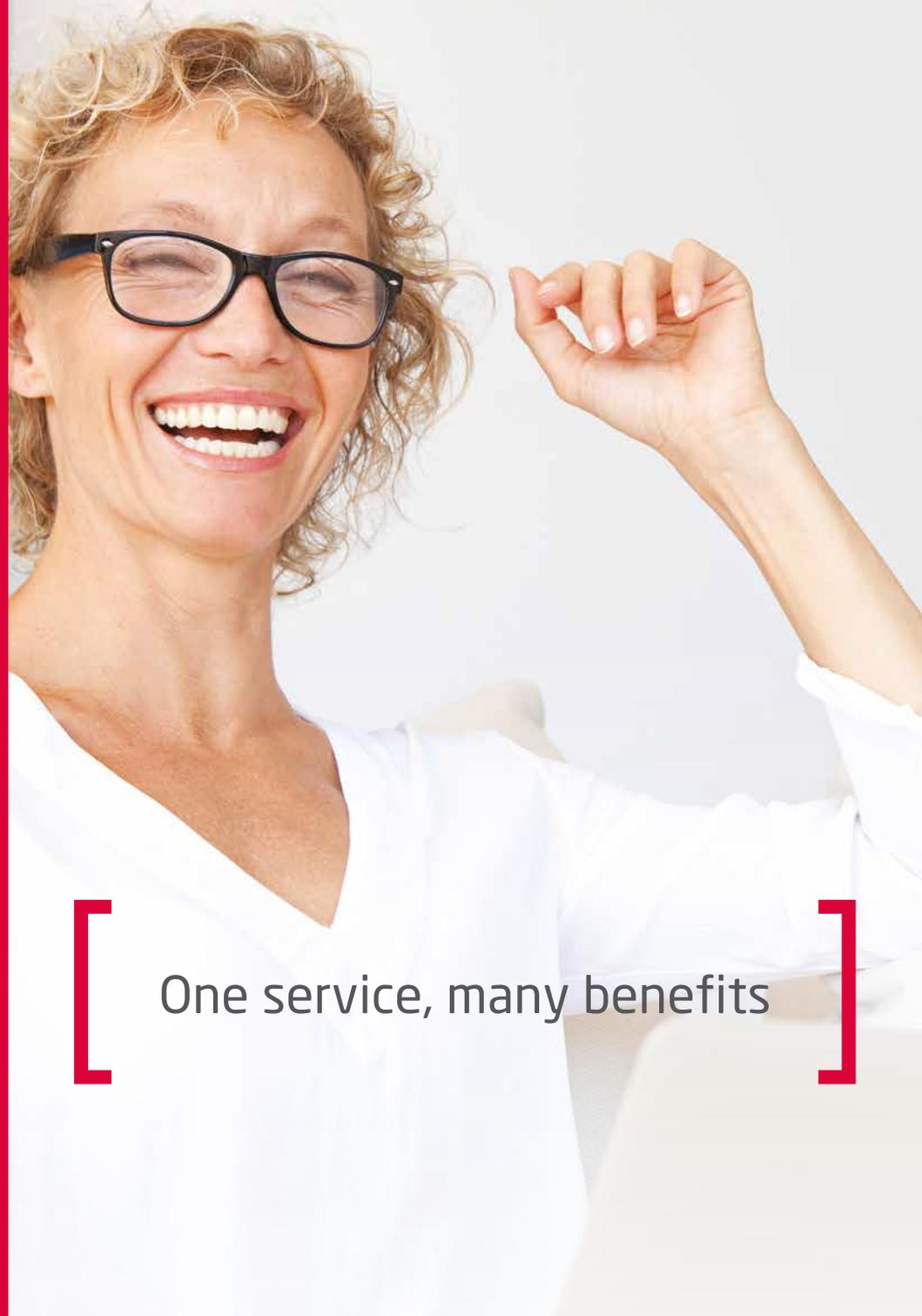
Virtual events

The ArkadinEvent team offers pre-packaged or fully customized solutions, adapted to your specific requirements, depending on your business department or profession



Web conferencing

A range of top shelf web conferencing solutions best suited to your professional communications needs



One service, many benefits

Enjoy support

At Arkadin, we put customer service first - it is at the heart of everything we do.

At our core, we are service minded and customer driven. Our global clients trust Arkadin to understand their unique, local needs and react quickly to deliver day and night, award-winning customer service. That's why we have local teams in all our markets.

We can also handle larger, customized collaboration projects. The Arkadin Professional Services team designs, delivers and supports complex international roll-outs from the design phase through to deployment and beyond.

User training

- Arkadin Academy - live training sessions and self-paced videos
- On-site training

Customer service

- Live Assistance 24/7 in 19 languages
- Consolidated billing
- Local operators

Reporting surveys

- Usage dashboards
- User satisfaction surveys
- Needs assessments

Professional services

- Project managers
- Technical pre-sales
- Solution engineers
- Service relationship managers



Telecommunications and Channel Partners

Our commitment to exceptional customer service is carried through to our Channel Partner Program. We go the extra mile in helping our partners drive revenue and deliver value to existing and prospective clients.

- Simple, cost-effective reselling models
- White label branding and marketing
- Technical customization of the Arkadin technology platform

"The ease of use and stability of Arkadin's audio and web conferencing means our user support is hardly sought. Thus, while offering an economical monthly package, we generate a good level of profitability."

Orange Business Services

Robin Ferriere, Vice President
Cloud & On-Demand Services

Enjoy sharing

Clients



Key strategic partners



Awards

