

# Chronicall to Xima Cloud:

## Why More Businesses Are Making the Switch



## Unlock Seamless Communication & AI-Driven Customer Engagement

In today's fast-paced business environment, staying connected with customers and teams is crucial. Cloud-hosted Unified Communications (UC) and Contact Center as a Service (CCaaS) solutions provide scalability, flexibility, and reliability, helping your business enhance productivity and deliver exceptional customer experiences.

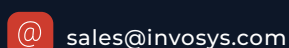
Now, with AI-driven efficiency, businesses can automate customer interactions, optimize workflows, and improve service quality with Xima's latest AI features.

### Key Benefits of Moving from Chronicall to Xima Cloud

Factor	Chronicall	Xima Cloud
Scalability & Flexibility	Limited. Changes require additional hardware, significant time, money, and effort. Software only, dependent on PBX.	Adjustable and adapts to changes as-needed. Whole solution from UC to CC.
Maintenance & Security	Requires regular maintenance, updates, and upgrades; in-house security controls and compliance customization.	Provider handles security, maintenance, updates, and upgrades.
Disaster Recovery	Requires in-house planning.	Built-in.
Accessibility	On-site access or VPN.	Accessible from anywhere with an internet connection. Mobile App, and Microsoft Teams Integration.

### Key Features Available in Xima Cloud vs On-Prem

Feature	Chronicall	Xima Cloud
AI & Automation	Not available.	Xima provided AI-powered insights, chat bots, call transcription, forecasting, scheduling, and sentiment analysis.
Omnichannel Support	Primarily voice-focused.	Voice, SMS, web chat, WhatsApp and email routing are included.
Storage	On-prem storage, limited by your server capacity.	Cloud storage with unlimited ability to scale up as-needed.
Mobility	No mobile apps, no Microsoft Teams integration.	Mobile app, Microsoft Teams integration, CRM integration, and more.



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### Cloud-Hosted Unified Communications (UC):

**Enable seamless collaboration across your organization.**

Xima's cloud-based UC solutions unify voice, messaging, and collaboration tools, ensuring a streamlined communication experience.

### Enhance Customer Experience with Xima's AI-Powered Automation

Streamline customer interactions, free up human agents, and future-proof your contact center by keeping ahead of evolving demands.

### Cloud-Hosted Contact Center & AI Automation:

**Deliver superior customer service with powerful cloud-based call center capabilities and AI-driven automation.**

Xima's CCaaS platform provides advanced call routing, analytics, and reporting tools to improve agent performance and customer satisfaction.

### Why Xima Cloud?

With Xima Software's cloud-hosted solutions, businesses gain:



#### Scalability

Scale up or down based on business needs without costly infrastructure.



#### Security & Compliance

Enterprise-grade security ensures data protection and compliance.



#### AI-Driven Efficiency

Automate customer interactions, optimize workflows, and improve service quality with Xima's AI-driven automation.



#### Flexibility & Mobility

Empower remote teams with access from anywhere.



#### Seamless Integrations

Connect with CRMs, collaboration tools, and other business applications.



#### Omnichannel Support

Voice, SMS, web chat, WhatsApp and email routing are included.



#### Cost Savings

Reduce carrier costs, hardware and maintenance costs while optimizing IT resources.

**Let's transform your business communication today!**



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