

GoTo

Why GoTo Connect?

Winning with Phones, Meeting,
Messaging and Contact Centre.

Gartner
Magic Quadrants



5 ways we do it better!

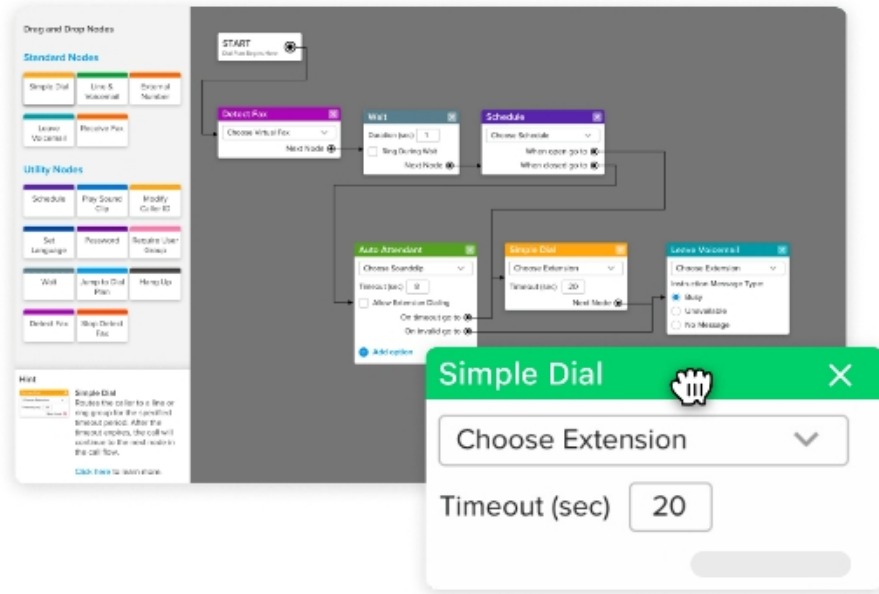
GoTo Connect differentiators.

GoTo

#1

We have the Best Administration
Tools on the market.

We have the Best Admin Tools on the market



Our R&D investment in your admin experience sees features like our Visual Dial Plan editor create unique capabilities to simplify system management.

Gartner scores GoTo higher for Admin Portals than Cisco, Dialpad, Google, Microsoft, Mitel, Vonage, Windstream, ZOOM and more.*

Customers who love our admin tools!



Jeremy
IT Manager
(51-500 employees)

Great VoIP service and much more!

“The ease of setting up the system and the implementation team’s dedication to getting everything right for our go-live! I was really very happy with everything”



Dave M
Manager
(51-500 employees)

Straightforward, Powerful, Supportive

“The interface is simple enough that we can do almost everything ourselves. At the same time, the features are powerful and well-suited to our needs. And so far, their support has been terrific”



Tomas
Supplier Relations Mgr
(51-500 employees)

An Exceptionally Simple Working Tool!

“GoTo Connect runs flawlessly from anywhere my colleagues are located. Furthermore, this fantastic application is quite simple to install and use. I also like how I can easily create customized call forwarding”



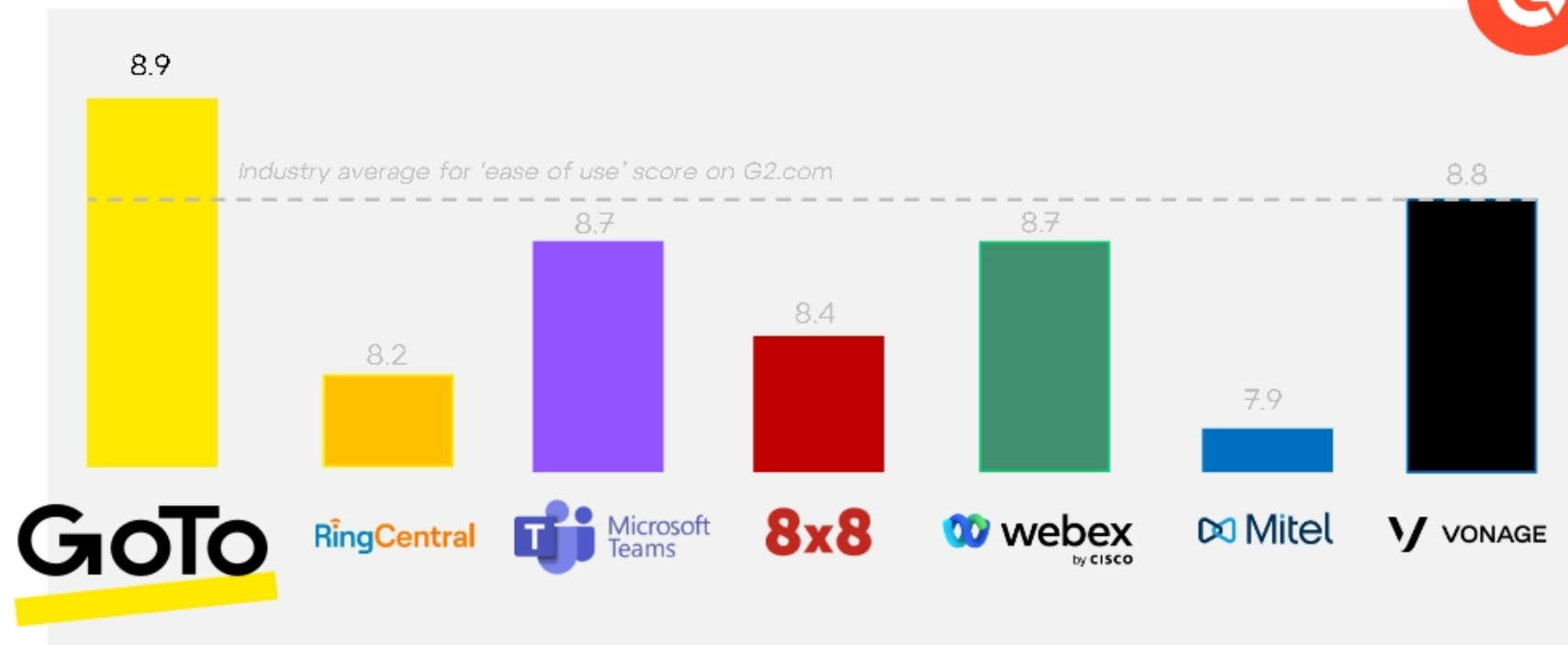
#2

Our Ease of Use is superior
to other solutions

Our 'Ease of Use' is superior to other solutions

Simplicity is at our core. Our UX design and Product teams go to great lengths to build solutions that are amongst the easiest to use on the market. And our customers love to shout about it!

Our end-users score us higher for 'ease of use' compared to other leading competitors



Customers who love our 'Ease of Use'!



David
General Counsel
(1-10 employees)

Very Happy with GoTo Connect!

"Very easy to use even for non-technological people like me. The feature I most like is that you can receive voice messages left to the office by checking email no matter where in the world. This means that I can respond right away if need be."



Robert
VP Client Services
(11-50 employees)

All Around Great System

"I find the system to be very user-friendly. I am able to train new employees in a matter of minutes and does no matter the level of their technical skill. It also does not vary whether you are using the web or desktop version it is just as easy"



Felix F
Senior Project Mgr
(51-1000 employees)

Best app for remote work

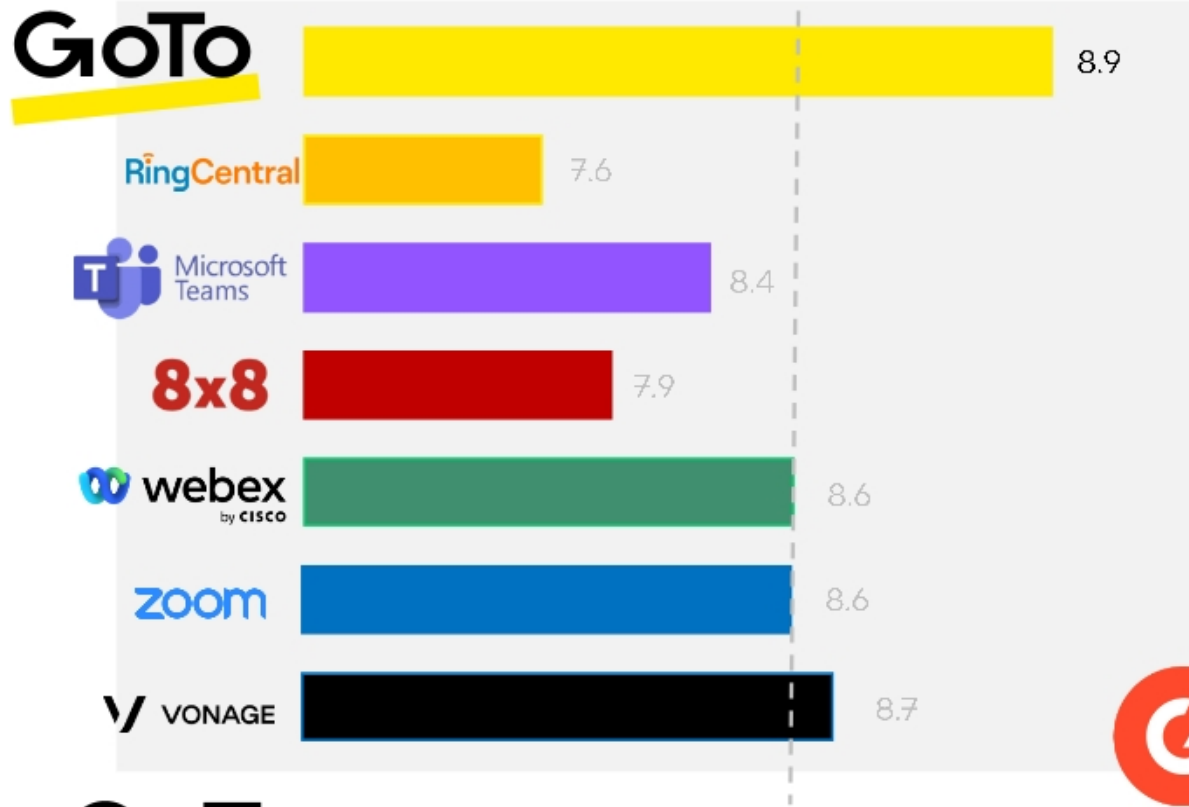
"Simple, intuitive, and easy to use. Don't have to be an IT professional to make it work, have calls, host meetings or be a part of a video conference"

#3

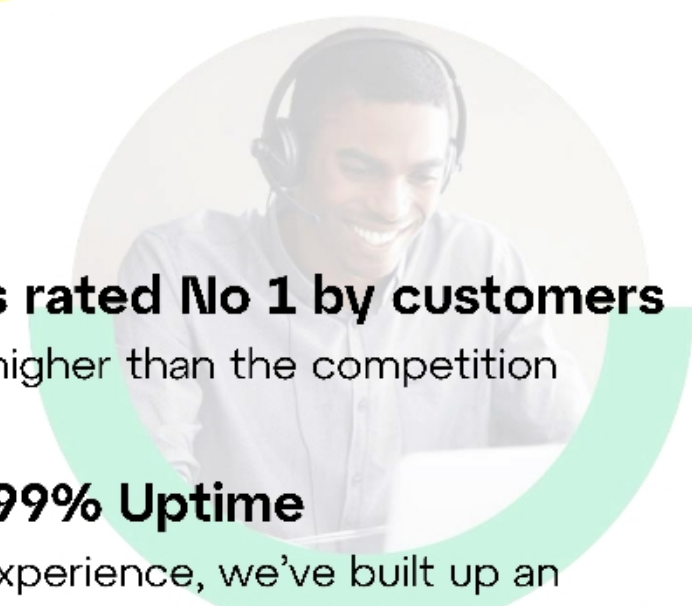
We have the Best
Customer Support team available

We have the Best Customer Support available

Our end-users score us higher for 'Quality of Support' compared to leading competitors



Industry average for "Quality of Support" score on G2.com



Our Support is rated No 1 by customers

We simply score higher than the competition

We have 99.999% Uptime

With over 19yrs experience, we've built up an exceptional track record in reliability and availability

We're there for you 24/7

Should you need us, we're on call all day, every day. Simply reach out to our in-house team

Customers who love our Customer Support



Stephen

Director Special Projects
(11-50 employees)

**Everything we wanted
from a phone system**

“GTC offers unparalleled customer support. It may well be among the five best customer support experiences I have ever encountered. And these are complicated, in-depth issues that they help us with. But their staff know their business and are able to resolve the issues every time.”



Ann

CEO & Founder
(1-10 employees)

**The best business
decision I ever made**

“If I do ever run into a situation that I have trouble with (all centered around my being close to a Luddite) the customer service department is quick to contact and ready to help. They have been understanding and helpful and supportive all the way. I can't say enough about how great this service is”



Jay

Project Manager
(1-10 employees)

**Superior Customer Service
and a Service to Match**

“GoToConnect has replaced our previous service provider with superior customer service, an incredible amount of features (particularly for a small business), and excellent phone service for a very reasonable price.”



All quotes available on [capterra.com](https://www.capterra.com) who have recognised GoTo has an 'emerging favourite' for Cloud Communications.



EMERGING FAVORITE
Cloud Communication
& Cloud PBX Software

#4

We offer Better Value for Money
than other providers

We offer Better Value for Money

Save up to **25%** with **GoTo**

RingCentral

\$27.99

Save **25%**
with GoTo

8x8

\$24

Save **13%**
with GoTo

dialpad

\$25

Save **16%**
with GoTo

zoom

\$25

Save **16%**
with GoTo

webex
by CISCO

\$25

Save **16%**
with GoTo

Microsoft
Teams

\$27

Save **25%**
with GoTo

GoTo awarded Best Value for Price



GoTo

GoTo Connect Standard list price of \$21 for 50+ users, compared to like for like price plans against competition. RingCentral Standard pay annually, 8x8 X4 pay annually, MS Team based on Metrigy Research paper, ZOOM One pay monthly, Webex Calling Meet + Call pay monthly, Dialpad Pro pay annually. As per respective websites July 2022.

Customers who love our Value for Money



Mark

Business Manager
(11-50 employees)

**GoTo Beat Out ALL
the Top Vendors**

“Almost everyone uses the smartphone app and loves it! With the money we saved versus our old PBX system, we were able to get a second ISP connection and still saved money”



Shanna

Paralegal/Supervisor
(11-50 employees)

**GoTo Connect meets
your VoIP needs**

“We haven’t found a phone system to date that offers all of the functions that GoTo Connect offers for the value of the product. It also doesn’t go over the top with excessive features that would rarely (if ever) be used and I really liked that a lot”



Sarah

Office Manager
(1-10 employees)

**Why settle for less when
you can have the BEST!**

“Price is exceptional for the services we receive; there is no comparison to the price for other similar services and I can attest to that as we've attempted to use multiple companies and GoToConnect is the only one that worked for us while saving us money”

GoTo

All quotes available on TrustRadius.com who have recognised GoTo with their ‘Best Value for Price’ award.



#5

We can power all your
Essential Connections

BUILT FOR
SMBs

Resolve

- Remote Access
- Visual Engagement
- Remote Support
- Conversational Ticketing
- Remote Monitoring & Management

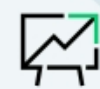


Customers

GoTo

**The All-In-One Solution
for Essential Connections**

Employees



Training



Contact Center



Phone



Meeting



Webinar

Connect

SMB's are looking to make IT easier!

67%

of small to mid-size
business will consolidate
their IT tools in 2022.

- 1 To reduce the complexity of too many vendors and backend administration systems
- 2 To make it simpler for end-users by giving them all their communication needs in one application.
- 3 To reduce costs to the business through better value from their IT purchases

GoTo

The logo consists of the word "GoTo" in a bold, white, sans-serif font. Below the text is a thick, yellow, horizontal bar that is slightly tilted upwards from left to right.

Why GoTo Connect VS specific competitors

RingCentral

zoom

Microsoft
Teams

dialpad

8x8

webex
by CISCO

Google

aircall

VONAGE

GoTo

5 ways we do it better

V

RingCentral

1.

We have better admin tools

Our R&D investment in admin experience sees features like our Visual Dial Plan editor create unique capabilities to simplify system management. RingCentral end-users score them below industry average for 'Ease of Admin'.*

2.

Our solution is simpler to use

We're proud of our solutions ease of use, with everything the end-user needs in one portal. RingCentral end-users rate them below industry average for 'Ease of Use'.*

3.

We've the best customer support

End-users consistently rate our Customer Support higher than other leading UCaaS providers. RingCentral end-users score them below industry average.*

4.

We're better value for money

Save up to 40% with GoTo Connect vs RingCentral. RingCentral Standard list price is \$37.99 when you pay monthly.**

5.

Power all your Essential Connections

Whether it's social media, webchat, inbound or outbound phone calls, centralize customer engagements into one solution that also powers remote IT Support and Management for employees and clients.

GoTo

*end-user ratings based on RingCentral end-user reviews on G2.com

**Compare GoTo Connect Standard list price 50+ users, compared to RingCentral Standard pay monthly.



5 ways we do it better

V
zoom

1.

We have a better phone system

We provide greater capability in our call queues, auto attendants and inbound call filters. We also come with additional features like 'Fax'.

2.

We have better admin tools

Our R&D investment in admin experience sees features like our Visual Dial Plan editor create unique capabilities to simplify system management. Analysts Gartner rate our admin tools better than ZOOM

3.

We've the best customer support

End-users consistently rate our Customer Support higher than other leading providers. ZOOM end-users score them below industry average for the quality of their support.*

4.

We're better value for money

Save with GoTo Connect vs ZOOM. ZOOM One comes at a higher monthly price and does not include International Calls or Audio Conferencing as standard.

5.

Power all your Essential Connections

Whether it's social media, webchat, inbound or outbound phone calls, centralize customer engagements into one solution that also powers remote IT Support and Management for employees and clients.



*end-user ratings based on ZOOM end-user reviews on G2.com

**GoTo Connect Standard list price 50+ users, compared to ZOOM One pay monthly.



5 ways we do it better



1.

We have a better phone system

We provide greater capability in our call queues, auto attendants and inbound call filters. We also come with additional features like '3-way conferencing' and 'Fax'.

2.

We have better admin tools

Our R&D investment in admin experience sees features like our Visual Dial Plan editor create unique capabilities to simplify system management. Analysts Gartner rate our admin tools better than Microsoft.

3.

We have better uptime at 99.999%

Downtime puts strain and pressure on IT resources. It also puts your revenue and customer experience at risk. With Microsoft, you're more likely to experience downtime.

4.

We've the best customer support

End-users consistently rate our Customer Support higher than other leading providers. Microsoft end-users score them below industry average.*

5.

We're better value for money

Microsoft customers end up paying 25% more than they would with other UCaaS providers due to operational costs including licensing, end-user support and training**.



*end-user ratings based on MS Teams end-user reviews on G2.com

**Metrigy – Why SMBs prefer UCaaS providers. Lower Costs, Stronger Reliability, Advanced Features.



5 ways we do it better



1.

We have better admin tools

Our R&D investment in admin experience sees features like our Visual Dial Plan editor create unique capabilities to simplify system management. Analysts Gartner rate our admin tools as better than Dialpad.

2.

Our solution is simpler to use

We're proud of our solutions ease of use, with everything the end-user needs in one portal. Dialpad is not unified with multiple applications required to get the full experience.

3.

We're better for remote workers

Remote and flexible work is in our DNA. It's why we were founded. When it comes to Mobility Dialpad underperform. Their Android and iOS clients lack any admin capabilities and are missing several advanced features.**

4.

We've the best customer support

End-users consistently rate our Customer Support higher than other leading providers. Dialpad end-users score them only at industry average.*

5.

We're better value for money

Save up to 34% with GoTo Connect vs DialPad. DialPad Pro list price is \$35 when you pay monthly***.



*end-user ratings based on ZOOM end-user reviews on G2.com

**As cautioned by Gartner in their UCaaS Magic Quadrant report

***GoTo Connect Standard list price 50+ users, compared to DialPad Pro pay monthly.



5 ways we do it better

V
8x8

1.

We have better admin tools

Our R&D investment in admin experience sees features like our Visual Dial Plan editor create unique capabilities to simplify system management. 8x8 end-users score them below industry average for 'Ease of Admin'.*

2.

Our solution is simpler to use

We're proud of our solutions ease of use across all end-user communication needs – Phone, Meeting & Messaging. This is reflected in our superior rating by customers. 8x8 end-users rate its 'Ease of Use' below industry average.*

3.

We've the best customer support

End-users consistently rate our Customer Support higher than other leading providers. 8x8 end-users score them below industry average.* and have reported customer service and support inconsistencies***

4.

We're better Value for Money

Save up to 28% with GoTo Connect vs 8x8. 8x8 X2 list price is \$32 when you pay monthly**.

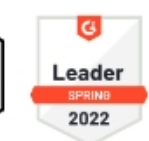
5.

Power all your Essential Connections

Whether it's social media, webchat, inbound or outbound phone calls, centralize customer engagements into one solution that also powers remote IT Support and Management for employees and clients.



*end-user ratings based on ZOOM end-user reviews on G2.com
**GoTo Connect Standard list price 50+ users, compared to 8x8 X4
***As cautioned by Gartner in their UCaaS Magic Quadrant report



5 ways we do it better



1.

We have better admin tools

Our R&D investment in admin experience sees features like our Visual Dial Plan editor create unique capabilities to simplify system management. Analysts Gartner rate our admin tools as better than Cisco.

2.

Our solution is simpler to use

We're proud of our solutions ease of use across all end-user communication needs – Phone, Meeting & Messaging. This is reflected in our superior 'Ease of Use' rating by customers. Webex Calling end-users rate its ease of use below industry average.*

3.

We've the best customer support

End-users consistently rate our Customer Support higher than other leading providers. Webex Calling end-users score them at just industry average*.

4.

We're better value for money

Save up to 16% with GoTo Connect vs Webex Calling. Save even more if you need to make International Calls. Webex Meet & Calls comes at \$25 when billed monthly but does not include International minutes.**

5.

Power all your Essential Connections

Whether it's social media, webchat, inbound or outbound phone calls, centralize customer engagements into one solution that also powers remote IT Support and Management for employees and clients.



*end-user ratings based on Webex Calling end-user reviews on G2.com

**GoTo Connect Standard list price 50+ users, compared to Webex Calling Meet + Call pay monthly.



5 ways we do it better

V

Google

1.

We have a better phone system

We provide more calling functions, greater capability in our call queues, auto attendants and inbound call filters. We also come with additional features like Fax, Call Recording and Toll-Free numbers.

2.

We have better admin tools

Our R&D investment in admin experience sees features like our Visual Dial Plan editor create unique capabilities to simplify system management. Analysts Gartner rate our admin tools better than Google*

3.

We have the best customer support

End-users consistently rate our Customer Support higher than other leading providers. Google Voice end-users score them below industry average.*

4.

We're better value for money

Save up to 23% with GoTo Connect vs Google. Google Voice Premier comes at a \$30 when billed monthly and has less features and functionality.

5.

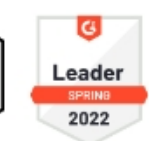
Power all your Essential Connections

Whether it's social media, webchat, inbound or outbound phone calls, centralize customer engagements into one solution that also powers remote IT Support and Management for employees and clients.



*end-user ratings based on Google end-user reviews on G2.com

**GoTo Connect Standard list price 50+ users, compared to Google Voice Premier pay monthly.



5 ways we do it better



1.

We have a better phone System

We provide more calling functions, greater capability in our call queues, auto attendants and inbound call filters. We also come with additional features like Fax and Paging.

2.

We have better admin Tools

Our R&D investment in admin experience sees features like our Visual Dial Plan editor create unique capabilities to simplify system management. Aircall end-users score them lower than GoTo Connect for Ease of Admin*

3.

We have better uptime at 99.999%

Downtime puts strain and pressure on IT resources. It also puts your revenue and customer experience at risk. With Aircall, you're more likely to experience downtime.

4.

We've the best customer support

End-users consistently rate our Customer Support higher than other leading providers. Aircall end-users score them below industry average.*

5.

We're better value for money

Save up to 23% with GoTo Connect vs Aircall. Aircall Essentials comes at a \$30 when billed monthly and has less features and functionality, comes with less minutes for outbound calling and does not include International calls.



*end-user ratings based on Aircall end-user reviews on G2.com
**GoTo Connect Standard list price 50+ users, compared to Aircall Essentials pay monthly.



GoTo

The logo consists of the word "GoTo" in a bold, white, sans-serif font. Below the text is a thick, yellow, horizontal bar that is slightly tilted upwards from left to right.