

O P T U S

Say hello to simplified, customer-first communication and collaboration.

IT made simple.

We do things a little differently. We believe in keeping it simple—creating a frictionless customer experience powered by intelligent connectivity, multi-cloud technology, and unmatched support. As a national leader in managed IT, networking, and business communications, we deliver cloud-enabled technologies that transform how you connect, communicate, and create. With over 30 years of experience and the strongest national support network in the industry, we boost IT agility and provide our customers with streamlined management, seamless cloud connectivity, and 24/7 customer support.

Harness the power of customer-first capabilities.



Cloud Technology
(UCaaS & CCaaS)



Carrier Services
(Voice & Data, SD-WAN, DIA)



Help Desk
(Voice & Data)



IT Project
Rollouts



Logistics
Management



Infrastructure
Cabling



Telephony Lifecycle
Management

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A better experience for customers and employees

Optus connects virtual teams and offices, enhances business continuity with unified communications, launches contact centers that engage customers, and integrates business communications with third-party applications like CRM software. We collaborate with leading channel, technology, referral, integration, and application partners to deliver and support customer solutions for smooth implementation and customer engagement.

As an enterprise communications leader, Optus supports a wide variety of industries, supplying them with powerful, differentiating tools that transform the way they do business.

Healthcare

Provide doctors with telehealth capabilities using video API, enable patients to order prescription refills via SMS, and quickly communicate across large campuses with ease.

Consumer Services

Provide tracking and privately connect drivers and customers via voice or SMS. Seamlessly tie communications to orders or accounts and automatically reroute calls in the event of an emergency.

Retail

Intelligently route contact center interactions based on agent expertise and sentiment analysis. Give customers access to self-service, voice, chat, and email options.

Finance

Improve internal collaboration across sites, elevate customer service and response times with multi-stream communication channels, and manage the customer relationship within a single interface.

Professional Services

Use CRM integrations to increase billable hours and leverage call recording to always have a record. SMS and voice APIs provide reminders to clients for important trial dates and help reduce missed appointments.