



Ascenda Merger

A brief overview on the joining of forces between Ascenda, ATI, and Third Generation

October 3rd, 2022



Agenda Topics

- 1. What Happened**
- 2. Who Is Ascenda**
- 3. How All 3 Orgs Align**
- 4. Common Questions**
- 5. Important Links**

What Happened?

On October 3rd, 2022, ATI joined forces and merged with Ascenda and Third Generation under the Ascenda name & brand. Ascenda is a total experience technology thought leader, focusing on the mid/enterprise market, while Third Generation is much like ATI providing hosted and on-premise voice support to the mid-Atlantic region vs. the Midwest/Chicagoland area like ATI.

“We’re excited to begin our next chapter with Ascenda, being able to offer our customer’s access to leading technology, while also continuing to provide the local support we have for the past 40 years,”



James Shaver, Owner, ATI



Why The Change?

On-Premise phone systems are quickly becoming a thing of the past, and that is increasingly apparent from the journey Mitel has taken from ending support on their market leading MiVoice 250 and MiVoice Connect in favor of selling their base of customers to RingCentral.

Ascenda has a history of guiding companies of all sizes along the new customer journey, to engineer and implement total experience technologies. And with ATI & Third Generation's 40 year history of locally supporting UC clients it was a great fit.

[Read The Press Release Here](#)

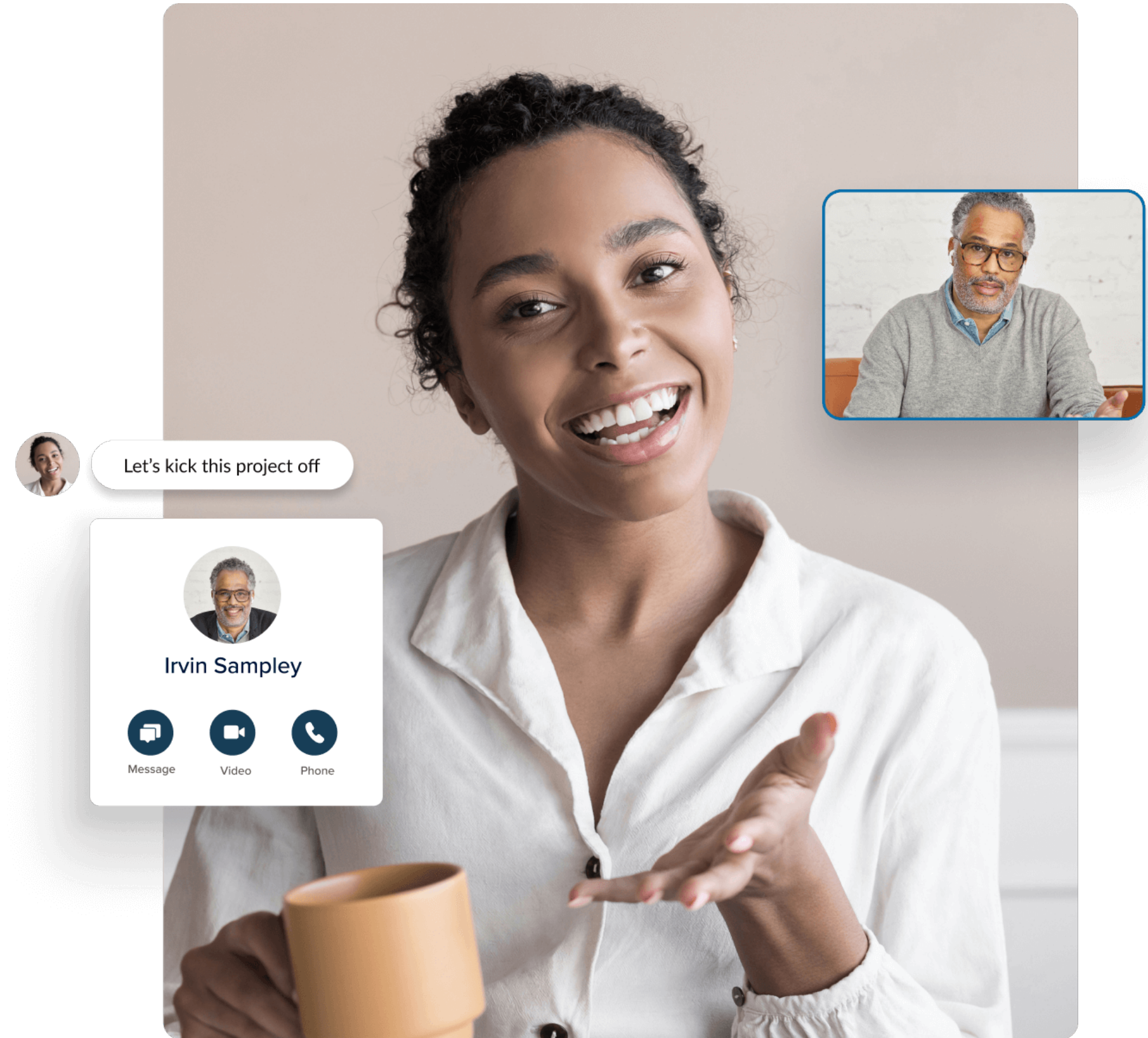


Who Is  ascenda

We are thought leaders in voice, collaboration, and total experience technologies. Our core focus is to align your business with these technologies through solution engineering, superior implementation, and agile support.

What Ascenda Brings

- Deep dive strategic consulting workshops analyzing your customer journey & experience
- Enterprise technology alignment for unified communications, collaboration, and contact centers
- Transformative IT executives and proven technology leaders that can drive change within your organization
- Market-savvy digital solutions to increase customer loyalty and insights, increase revenue and margins, and to rapidly adjust to ever-changing market realities



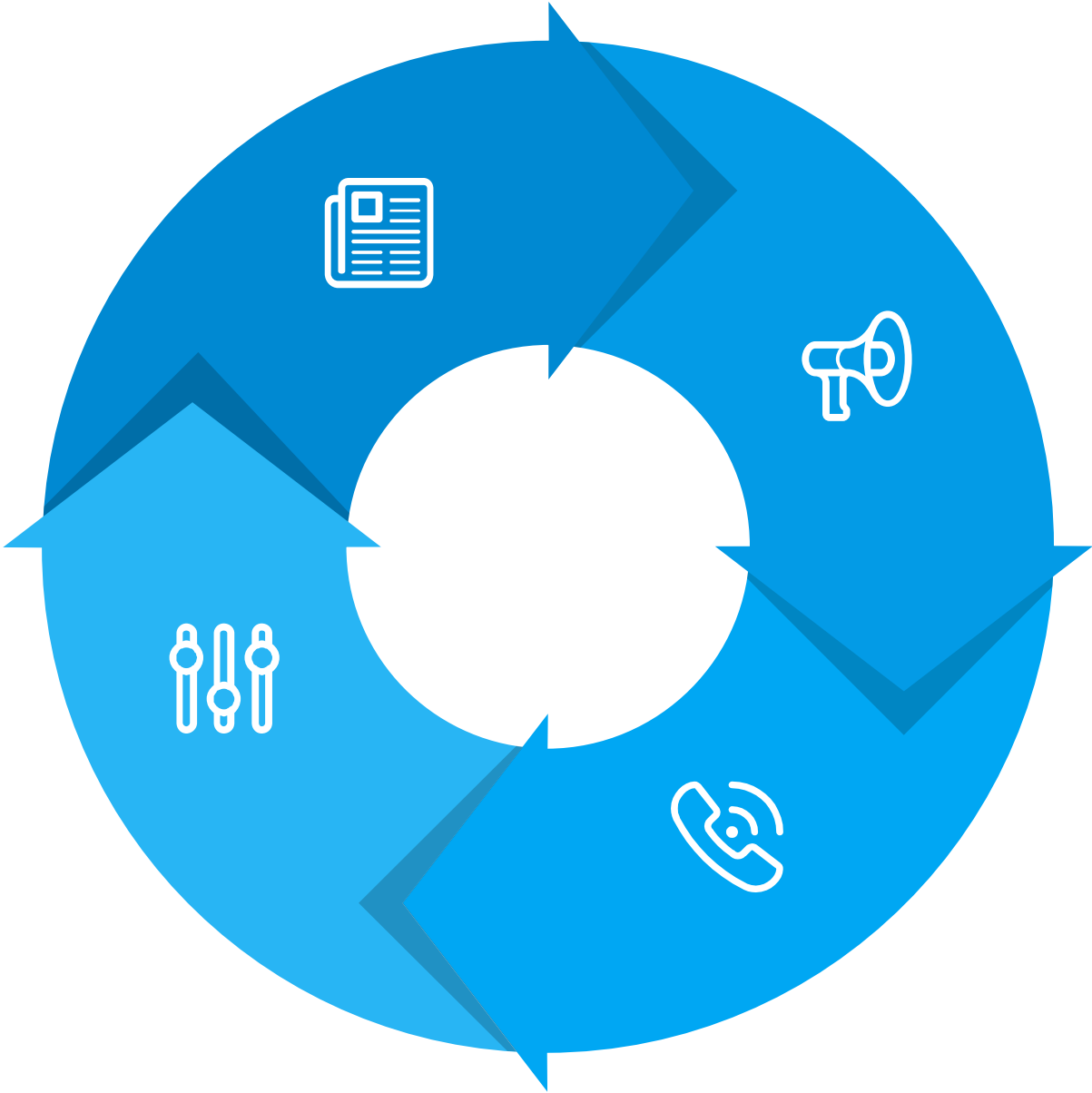
How All 3 Orgs Align

Ascenda Strategic Consultations

Ascenda helps steer your transformation with the latest technology, design, thinking, and expertise while always staying focused on your strategic goals.

Ongoing Ascenda Total Customer Care

Support is easy because Ascenda's technicians and training staff will install and train your staff so that you are up live and communicating quickly. We provide service 24x7 so you can always get fast and efficient support nationwide.



Ascenda Technology Evaluations & Recommendations

Ascenda brings innovation, intelligence, and deep industry experience together with leading technologies from our ecosystem partners to help you re-invent your business as an intelligent enterprise – and innovate at scale, across your organization.

Ascenda Hosted SkyVoice Solution

Complete cloud business communications service that delivers seamless voice, collaboration, contact center, and networking solutions from a single provider and managed entirely by Ascenda.

Cloud UC Benefits & Migration Options

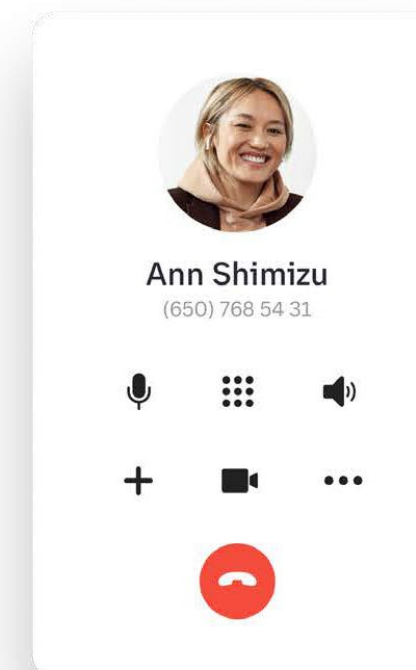
- Limited to no upfront expenditures
- Geographically redundant and secure
- Always the most up to date technology, integrations, and features
- Eliminate: PRI/circuit costs, hardware purchases, software upgrades, and on-site labor

RingCentral

- Gartner Magic Quadrant Leader
- Take advantage of current Mitel to RingCentral promotions
- Integrates with leading business app such as Google, Salesforce, Teams, & WFM/WFO

ascenda SkyVoice

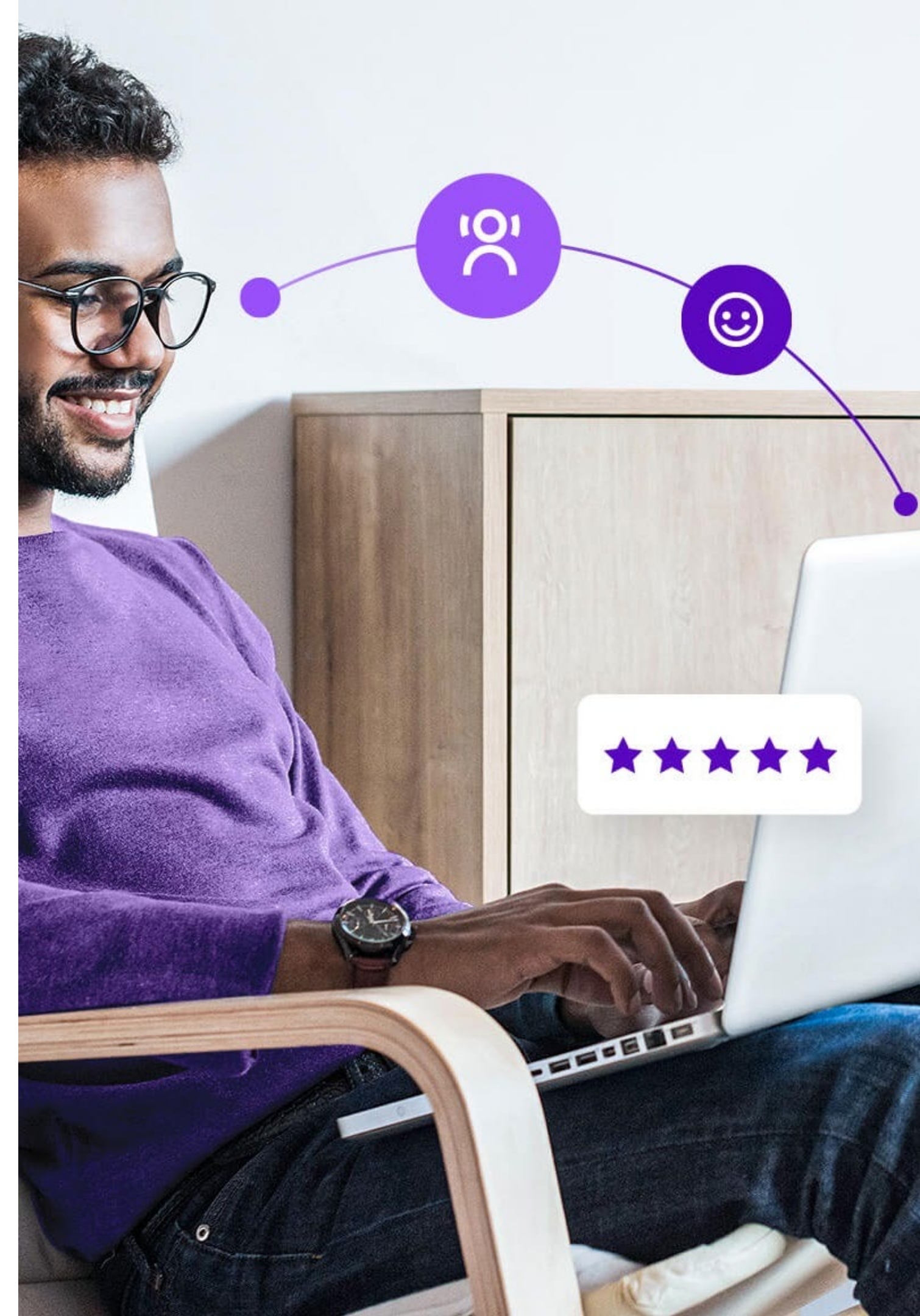
- Designed, installed, and supported by the same ATI team in Lisle that has provided you Total Customer Care since 1983
- Unlimited calling plans, web management, smart phone apps, call recording and reporting, plus web & video conferencing



Frequently Asked Questions

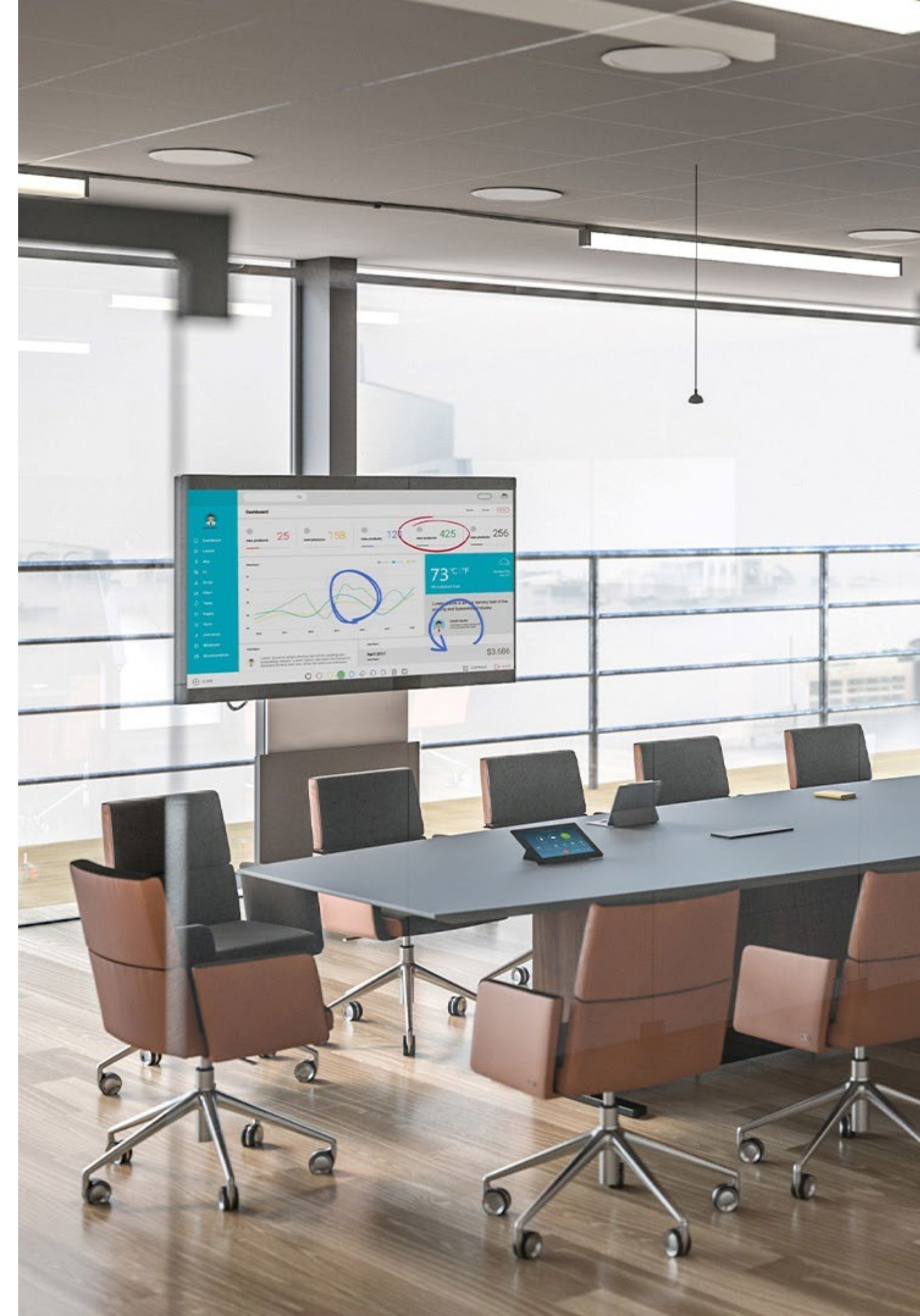
- Will the same people I've grown accustomed to still be working for Ascenda?
 - Yes everyone that worked for ATI & Third Generation will be with Ascenda
- Who do I contact for sales, service, billing, support, etc...?
 - The phone numbers and addresses will stay the same, with the only minor change being the email addresses. **(The old emails will still work)**
 - Ascenda - 750 Warrenville Rd., Ste. 250, Lisle, IL 60532
 - service@goascenda.com (ATI) contact@goascenda.com, sales@goascenda.com (ATI) support@goascenda.com (3gen) info@goascenda.com (3gen)
 - 630-505-7500 Main, 630-577-2700 Service, 630-577-2680 Sales (All # remain the same for ATI/3gen)
- Are my current agreements with ATI/3gen still valid? (Maintenance, SkyVoice/Max, MiCloud, Network Services)
 - Yes all previously executed agreements with ATI/3gen will still remain valid thru their expiration dates with no changes to the terms or pricing)

[More Ascenda Merger FAQ's](#)



Important Links & Contact Info

- goascenda.com
- [Third Generation Ascenda Website](#)
- [Frequently Asked Questions](#)
- For ATI support email service@goascenda.com
- For Third Gen support email support@goascenda.com
- For ATI sales email sales@goascenda.com
- For Third Gen sales email info@goascenda.com
- Ascenda general inbox contact@goascenda.com
- **All prior phone numbers remain the same**
 - 630.505.7500 – ATI
 - 412.489.1100 – Third Generation





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