

VoiceMaxx CE

Forget everything you thought you knew about enterprise communications

VoiceMaxx IP-PBX services with the addition of VoiceMaxx CE, a suite of service packages based on the Cisco Hosted Collaboration Solution.

VoiceMaxx CE is designed for enterprises wanting the benefits of VoiceMaxx cloud-based on-demand services, including full PBX functionality, advanced enterprise and personal call management tools, unparalleled client support and service, but needing to provide their users an end-to-end Cisco unified communications and collaboration experience.

VoiceMaxx CE drives down the costs of voice communications while providing users with advanced feature packages designed to enhance accessibility, mobility and productivity along with sophisticated tools that give IT administrators an unrivaled degree of flexibility and control, as well as have their IP communications services integrate with Cisco collaboration features such as integrated messaging (voicemail, email, fax through single interface), presence and instant messaging, mobility, Webex and video.

BENEFITS

Integrate and Collaborate.

True collaboration is reached when your employees have access to the tools and application services that truly affect the way they interact and perform. VoiceMaxx CE integrates a complete suite of Cisco-centric services and applications like conferencing, messaging and presence, with business tools employees use every day, such as Microsoft Office and WebEx, allowing them to be more productive by eliminating the need to jump from one application to another

Increase flexibility and efficiency.

With rapid deployment times, VoiceMaxx CE provides unlimited calling capacity, both inbound and outbound, on a converged network solution that efficiently utilizes bandwidth and scales to accommodate bursts in calling activity. Removing the capacity constraints typically associated with legacy PBX systems, VoiceMaxx CE eliminates the over provisioning and over buying of infrastructure and services.

Enable Mobility.

Delivering a best-in-class customer experience requires that mobile employees are accessible at all times and locations. VoiceMaxx CE gives mobile users access to a powerful set of personal call management tools along with, hoteling capabilities, personal conferencing and mobile client integration to ensure that mobile employees are constantly connected.

Take control.

And we mean total control. Manage inbound numbers and how they route, according to geography, time-of-day, holiday schedules or in the event of outages. Monitor calling activity across the enterprise in real-time-local & long distance, inbound & outbound, internally & externally-with a powerful report writer to deliver information in the way your business needs it. Customize billing to your needs with options that allow for flexibility in the way that invoices are presented across the enterprise.

Experience service excellence.

With some of the highest customer retention and satisfaction rates in the industry we understand the responsibility we have to provide an outstanding customer experience. There is no one-size-fits-all solution, we work with our clients to solve their urgent problems and at the same time, show them how to use technology to transform their business. Our support teams are no ordinary help desk, they become an extension of a client's IT team, integrating our processes and knowledge into the way an enterprise works.

USER TYPES

With VoiceMaxx CE, each user is assigned a service aligned to their specific needs. User types are flexible, billed on a monthly basis and can be adjusted as business and user needs change.

Premium Package.

For executive level management, sales, and account executives with a need for a high level of accessibility, mobility, and specialized features.

Features Included: DID, Voicemail, DirecFax, CUPC, Call Recording, Mobile Client¹, Supports desktop video² & Support for multiple endpoints³

Standard Plus Package.

For general interoffice staff requiring personalized functionality with added features for enhanced productivity, mobility and call management.

Features Included: DID, Voicemail, DirecFax, CUPC & Support for up to 2 endpoints³

Standard Package.

For standard in-office employees requiring some personalized functionality, but who do not need the complete suite of services for daily business use

Features Included: DID, Voicemail, DirecFax, CUPC & Support for up to 1 endpoint³

Admin/Reception Package.

For administrative, reception and department assistants requiring a high level of control of incoming calls.

Features Included: DID, Voicemail, DirecFax, CUPC, IP Manager Assistant, Support for Reception Console⁴ & Support for multiple endpoints³

Limited Use Package.

For lobby areas and break rooms and contact center agents who only need point to point communications.

Features Included: Virtual DID, & Support for 1 endpoint³

1. Blackberry mobile integration is done through the Blackberry Enterprise Server, which is purchased & implemented separately by the customer.
2. Requires compatible phone handset unit.
3. Endpoints include phones, desktop clients, mobility clients, softphones, etc.
4. May require purchase of additional hardware or software licenses.

NEXT STEPS

Our focus on enterprise communications has taught us that there is no one-size-fits-all solution. Enterprises' needs evolve quickly and careful planning is required for the migration to IP communications. Connectivity, scalability, user adoption, service visibility, monitoring, analytics, reporting, service and support integration—these are all things that need to be taken into consideration.

Our Highly skilled Solution Design teams have assisted many large enterprises design and deliver successful network and voice service transformations. They work with clients through a proven migration methodology:

Strategize & Analyze

- Evaluate communication flows and patterns
- Assess bandwidth and QoS requirements
- Identify user and location requirements
- Understand legacy equipment and services

Architect & Validate

- Provide solution level architecture
- Map high level call flow design
- Identify IT architecture pre-requisites and initiatives

Detailed Design

- Detailed design from network core to desktop
- Develop migration plan
- Document line of business and department level call flows
- Plan for user adoption initiatives
- Identify reporting and billing requirements

Implementation

- Dedicated project management to oversee all aspects of migration
- Ordering and installation of all circuits and equipment
- Porting of all numbers
- Initial set up of call flows and disaster recovery/survivability services
- Training of users and administrators

Management & Support

- Monitoring of all underlying carriers, bandwidth usage, call quality and QoS policies
- Integration of support process from MACDs to critical escalation
- Customization of service portals and role based support of administrators
- Hardware support and life-time warranty/upgrades