

MaxxConnect IP Trunking

Making trunking services interesting – not easy, but we did it.

Enterprises today face the challenges of driving efficiency while deploying and managing consistent enterprise-wide communications across geographically dispersed locations, maintaining disparate and varied systems and handling multiple carrier relationships. It's time to simplify the solution and get connected with the next-generation of IP trunking solutions

MaxxConnect is a suite of IP trunking solutions designed to provide enterprise clients with the carrier-grade service they have come to expect from traditional providers, along with the benefits of next-generation IP-based service that allow their business to run more efficiently. MaxxConnect delivers a consistent set of voice services across your enterprise infrastructure, with flexible IP and TDM Trunking options for your on-site PBX. MaxxConnect is delivered over virtually any MPLS network, providing the efficiency and economic benefits of network convergence and eliminating the need for local PSTN gateways, and costly PRIs.

BENEFITS

Enhance flexibility and scalability.

MaxxConnect can be deployed over virtually any MPLS provider's network in more than 7000 rate centers, giving you increased service delivery options for capacity management, geographic diversity and network redundancy. As your enterprise needs change, MaxxConnect's cloud-based architecture gives you the flexibility to align your voice services with business needs.

Experience personalized service and responsiveness.

West takes a holistic approach to servicing clients, from design and implementation through ongoing service and support. Whether handling routine change requests, proactively monitoring network and service conditions, or providing rapid response to more critical needs, our 24/7 Network Operations Center (NOC) is staffed by Cisco-certified engineers to deliver an exceptional level of service that is uncharacteristic of traditional telecom service providers.

Leverage investments in legacy equipment.

MaxxConnect allows you to make the most out of your existing investment in PBX infrastructure by offering you cloud-based voice services that work with on-site PBXs. MaxxConnect is compliant with many leading PBX systems, both IP and traditional PBX platforms, delivering reliable, secure and cost-effective connections to diverse and heterogeneous environments.

Increase business continuity and resiliency.

The Disaster Recovery & Survivability (DRS) features of MaxxConnect, allow you to set predetermined call handling rules to define how incoming calls should be routed in the event of an outage, equipment failure or natural disaster. Through synchronization with your Active Directory, calls can be automatically routed to alternate office locations or numbers, maximizing service uptime.

Streamline the cost of enterprise communications.

Unlike traditional PRIs and T1s, which are purchased in fixed increments and are typically deployed on lengthy lead times, MaxxConnect services can be purchased individually, on-demand, and pooled on a national basis. This reduces overbuying from traditional carriers and simplifies your enterprise infrastructure and provide better cost-efficiencies compared to location-by-location purchasing.

MORE THAN JUST DIAL-TONE

MaxxConnect includes a set of cloud-based features that transform and shape the way an enterprise uses their on-site PBX system. It simplifies the enterprise network architecture through voice and data convergence and gives you an essential first step toward making the migration to cloud-based communications.

MaxxConnect FEATURES	FEATURE BENEFITS
Dynamic Trunk Pooling	IP trunks are centralized and consolidated on West IPC platform, simplifying the enterprise infrastructure and providing cost efficiencies, meaning you only pay for the capacity needed, versus overbuying voice services from traditional carriers.
Enhanced Scalability	Add trunk capacity to any location to meet business growth needs without lengthy installation intervals.
Virtual DIDs	Virtually expand your local footprint, quickly and affordably, by setting up local numbers in remote cities to provide a virtual presence in new market.
Convergence	Reduce overall infrastructure costs by combining voice and data over the same MPLS WAN optimized with Quality of Service (QoS).
Network Flexibility	Increase service delivery options including capacity, geographic diversity and network redundancy.
Business Continuity	Avoid costly outages in times of emergency with call routing functionality from DRS.
Web-based Management	Gain full control of your enterprise voice services. Our web-based management interface gives you access to real-time call detail reports, ticket tracking and other account administration functions.
Call Recording	Maintain quality assurance and compliancy standards by recording calls of individual users or entire teams. Can be useful for tracking HR-related issues, capturing transactional records, or as a training tool. Recordings are available via a web-based portal or can be delivered as an email attachment.
ControlMaxx-Contact Center	Built to work seamlessly with West IPC voice services, ControlMaxx is an optional add-on that allows contact centers to handle calls more efficiently and deliver higher levels of customer service, with its full suite of features including call queuing, inbound call flow management and a powerful reporting engine.

MaxxConnect SERVICE PACKAGE LEVELS

FEATURE:

Carrier-grade Voice Trunks
Dynamic Trunk Pooling
Virtual DIDs
MaxxConnect Voice Reporting
Disaster Recovery and Survivability
Call Recording
DirecFax – fax-to-email
Access to ControlMaxx Contact Center*

MaxxConnect STANDARD



MaxxConnect ADVANCED



* Only available with MaxxConnect Advanced. Additional charges apply.