VoiceMaxx

Forget everything you thought you knew about enterprise communications

Conventional thinking will not drive business growth. No ordinary PBX will deliver the accessibility, mobility and productivity tools that an enterprise needs to thrive. VoiceMaxx, real technology solving real problems.

VoiceMaxx allows an enterprise to transform and shape their use of communications technology with a suite of cloud–based, on–demand services including full PBX functionality, advanced enterprise and personal call management tools and leading edge Unified Communications features.

VoiceMaxx 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.

VoiceMaxx services can be fully integrated with a client's existing IP or legacy TDM infrastructure where required, preserving investments already made in telephony infrastructure and providing a seamless enterprise–wide solution.

BENEFITS

Increase flexibility and efficiency.
With rapid deployment times, VoiceMaxx provides unlimited calling capacity, both in bound and outbound, on a converged network solution that efficiently utilizes bandwidth and scales to accommodate bursts in calling activity. By removing the capacity constraints typically associated with legacy PBX systems, VoiceMaxx eliminates the over provisioning and over buying of infrastructure and services and the on–demand nature of the service allows users counts and user types to be adjusted as necessary.

Enable mobility.
Delivering a best–in–class customer experience requires that mobile employees are accessible at all times and locations. VoiceMaxx 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.

Drive down the cost of enterprise communications.
Users across the enterprise have different communications needs, VoiceMaxx allows you the flexibility to select the appropriate service package according to those needs, while delivering all users unlimited on–net calling and competitive local, long distance and international rates. Service packages are billed monthly and can be adjusted as business needs dictate. As a cloud–based solution, VoiceMaxx provides access to the latest in communications technology without the need for investments in on–site PBX systems and the associated support, maintenance and upgrade costs.

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

Features Included: *Call Recording & Mobile Connect*

Standard Plus Package.

For users requiring personalized functionality with added features for enhanced productivity, mobility and call management. Typical users include general interoffice staff requiring phone control tools for on–premise mobility.

Features Included: *DirecFax & Phone Control*

Standard Package.

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

Features Included: *DID & Voicemail*

Admin/Reception Package.

For administrative, reception and department assistants, the Admin/Reception package provides a high level of control of incoming calls.

Features Included: *DID, Voicemail, DirecFax, Console Assistant & Phone Control*

Limited Use Package.

For a limited use line necessary for point to point communications. Examples include lobby areas and break rooms and contact center agents.

Features Included: *Single Virtual DID*

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 prerequisites 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 lifetime warranty/upgrades