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Managed Hosted Voice Solutions

Cloud-Based, Fully Managed Voice Service More Advanced Features and Service. More Savings. No IT Costs.



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Overview

The Hosted Voice (VoIP) services category continues to grow in popularity. Global business and residential VoIP services totaled nearly \$58 billion in 2011, up over 16% from 2010, and the number of seats for hosted business VoIP and unified communications services is on track to more than double over the next 4 years.

Hosted Voice is a cloud solution in which all voice features and functionality are hosted on the provider network. This benefits businesses by providing them leading edge IP-enabled communications without having to buy, lease and maintain an on-site IP PBX.

Another massive benefit is the easy accessibility and minimal investments for cloud based services particularly for the small and medium-sized business. This allows businesses of any size to operate with the most advanced network features and functions available at about half the monthly cost of old traditional telephony.

Managed Hosted Voice service combines Hosted Voice services with a turnkey solution that includes the equipment, full installation, maintenance, management and troubleshooting of the voice network to ensure seamless implementation and flawless performance. This gives your business a fully managed, high quality controlled and guaranteed solution, and reduces infrastructure costs and eliminates your need to dedicate internal IT resources to managing voice service.

Access Point Communication's takes Managed Hosted Voice a step further by only representing major providers that use Voice Control Technology (VCT) with each customer solution. VCT is a set of devices that allows the company to monitor and measure service, ensure call quality and troubleshoot the voice service.

The VCT equipment package includes all the equipment, maintenance, and monitoring necessary to ensure success. Specifically, the VCT equipment configuration includes a Managed Switch, a Router/Voice QoS Gateway and an Uninterrupted Power Supply (UPS).

With Managed Hosted Voice service and Voice Control Technology, Access Point's providers guarantee the call Quality of Service, by prioritizing voice packets over data for maximum call clarity.



By fully controlling the system and the circuit, the customers enjoy complete confidence that their system will perform seamlessly. This solution includes 24/7 network support from U.S.-based Network Operations Centers and is backed by robust Satisfaction and Installation Guarantees.

When considering a switch to Managed Hosted Voice, it is important to understand what equipment and services are included or priced separately and to understand the impact of changing broadband providers. It is also important to determine what service quality is guaranteed.

While some VoIP providers offer a variation on the Managed Hosted Voice and analogous equipment options, not all offer the VCT configuration for every customer, even in the case the customer chooses to continue with another broadband provider. Instead of forcing an Internet/broadband switch, this offers additional continuity of current broadband service or the option to upgrade to business quality service with another Access Point Communications Broadband provider.

If your business is seeking optimal voice communications with no capital or IT investment, Managed Hosted Voice is a breakthrough offering, Let Access Point Show you all the benefits and savings for Free.



Advantages of Managed Hosted Voice

Businesses are increasingly choosing outsourced managed services in many areas of day-to-day IT management in order to maximize operational efficiency. Examples include storage, security, email, CRMs, and many other web-based application services. With managed services from trusted expert providers, businesses enjoy more predictability and control over IT costs. They can also keep their own IT personnel focused on critical responsibilities and strategic initiatives.

The advantages of Managed Hosted Voice include:

Fully Managed With Guaranteed Performance.

No Additional IT Resources Required. Installation, management, monitoring and troubleshooting are performed by the provider. Your provider takes care of all network monitoring and Quality of Service (QoS) management to deliver robust SLA guarantees. No dedicated internal IT resources are needed to manage the system.

Broadband Choice. Depending upon the provider selected, a business may need to switch broadband providers or forgo certain SLA provisions. Not with Access Point's providers in particular, you have the option to continue with your current broadband service, providing the service meets minimum standards, or let us show you more cost effective alternative.

Advanced Features and Functionality. Advanced features improve productivity, mobility, and accessibility. Many advanced features are included in baseline service and others are available at an additional cost to further customize the user experience.

Fixed Monthly Price. Receive a single monthly bill for your entire communications solution with no capital outlay or separate IT costs. In addition, Managed Hosted Voice will save up to 50% monthly compared to traditional telephony.

Future-Proof Flexibility. Your solution can be scaled effortlessly as your business needs change and new features can be added easily as they become available.



Fully Managed With Guaranteed Performance. No Additional IT Resources Required.

Because a Managed Hosted Voice provider is responsible for implementing your on-site infrastructure, as well as providing and managing your broadband connection your voice service on the same network, they can control and optimize your service from the handset to the cloud.

- **24/7 monitoring.** Latency, jitter, and packet loss can negatively impact VoIP call quality, and uptime is always a priority. Managed Hosted Voice providers maintain voice-optimization and redundancy on their own networks and also monitor your internal network performance remotely around the clock. This includes using software applications to ensure call quality using the Mean Opinion Score (MOS) standard. MOS is a numerical indication of the perceived quality of a call, ranging from 1 to 5, with 1 being the worst and 5 the best. Typically anything over 4.0 is considered toll-quality—equal to or better than a traditional phone call. If any network issues or quality concerns are detected, a Managed Hosted Voice provider can take action immediately, often before you notice a problem.
- **Quality of Service (QoS).** Is the ability to recognize and prioritize voice calls over other types of data as they travel over a network. If there is network congestion, jitter, latency, or any other issue, bandwidth is maintained for voice to ensure that call quality does not suffer. With Managed Hosted Voice service, your provider can monitor and maintain both inbound and outbound QoS. For example, if you have a call spike that pushes the limits of your broadband connection, bandwidth will be dynamically prioritized for voice to reduce the risk of poor call quality or dropped calls.
- **Service Level Agreement (SLA) guarantees.** Because Managed Hosted Voice providers have full control over their networks and full insight into your network, the potential for performance issues is reduced dramatically. Therefore, they can offer strong SLA guarantees for uptime, response time, and time to repair.

By opting for Managed Hosted Voice, businesses are able to focus their own internal IT resources on key business concerns and leave the voice service management to the provider. This provides an additional savings and efficiency to the business beyond the 50% cost reduction as compared to traditional telephony



Broadband/Internet Choice

Many Managed Hosted Voice providers will require that a customer purchase their broadband / Internet service with their voice service.

When providers do allow clients to use existing broadband service, they may alter their quality guarantees if they are not in control of the broadband connection. When making a purchasing decision for Managed Hosted Voice, it is important to consider that the broadband / Internet quality experienced from certain providers can affect quality.

Access Point will show you providers that stand out from other Managed Hosted Voice companies in this scenario. We only represent the high quality companies that provide all the equipment, installation, management, maintenance and troubleshooting with the Managed Hosted Voice service, provide their full Voice Control Technology equipment configuration and ensure the same quality and service guarantees, regardless of broadband selection.

When determining a provider for your Managed Hosted Voice solution, the option for broadband choice is an important one and should be considered as part of the buying decision



Advanced Features & Functionality

A robust Managed Hosted Voice service can deliver an extensive selection of features to help you and your employees to work smarter. Here are some of the many ways that advanced IP-enabled features can address strategic business priorities and help you stay competitive:

Mobility. Integrate your Hosted Voice service with mobile or remote phones to enable a single phone number, voicemail box, and caller ID identity for each user. Transfer in-progress calls seamlessly from a business phone to a mobile device, so you can keep talking on your way to a client meeting or sales call. Utilize any phone, such as hotel room phone, as a temporary business phone. Receive incoming calls to your business line at this temporary phone, and use a client application to display your business Caller ID on outgoing calls and bill charges to your Hosted Voice service.

Accessibility. Never miss an important call. Automatically redirect calls based on time, day, or specific caller. Set calls to ring sequentially or simultaneously at multiple phones, such as mobile, business, and home office lines.

Productivity. Get voicemail messages faster by receiving them in your email inbox, either as audio file attachments or text transcriptions. Accept, redirect, or ignore calls from within Microsoft Outlook. Click-to-dial your Outlook contacts. Access all your VoIP features from a web-based tool or utilize feature access codes on your phone. The difference with Managed Hosted Voice is that customizing your package and selecting features, handsets, and other options to meet the needs of each employee is far easier than with a typical Hosted Voice solution. Your provider can support a simplified choice of bundled and included services to address your requirements. The most intuitive and straightforward way of selecting user features is by seat type. Seat types include features matched to specific user needs, as well as phones suited to that type of user, DID phone numbers, and unified messaging (voicemail) service, if appropriate. Seat types are generally in two main categories:

Employee Seats. These are designed for high-value employees who can benefit from advanced IP phone features, as well as a premium phone and soft client access.

Common Area Seats. These seats are for use in common areas like lobbies, break rooms, cafeterias, shop floors, or other areas not assigned to specific users.

- Conference room seats that include speakerphones and a conference bridge.
- ATA seats for faxes, pagers, or other analog equipment that requires conversion to VoIP.

Call forwarding and standalone voicemail boxes.

At the company level, your Managed Hosted Voice provider can provide included or optional services to address many specific business needs. For example, you can implement a fully hosted Call Center solution that allows business agents in any location to receive incoming calls from a central phone number. Other company-level service examples include Auto Attendant, Conferencing Service, and Hunt Groups.

Managed Hosted Voice also offers excellent business continuity. Because communications intelligence is located off premises, your business stays connected no matter what happens at your physical location. Callers will never get a busy signal, and you stay accessible in the case of a power outage, broadband failure, natural disaster, or other business disruption.



Fixed Monthly Price

Hosted Voice can save your business up to 50% compared to traditional telephony solutions, such as PBX/ IP PBX equipment with PRI/analog phone lines. With Managed Hosted Voice, you enjoy the additional advantage of rolling all your hardware and IT costs into the same monthly bill.

Your VoIP provider delivers everything you need in one customized package that includes:

- **Hosted Voice service**
 - o Call routing functionality
 - o Calling features for individual users, customized to employee type
 - o Company-level services and add-ons
- **Local and long-distance calling plan**
 - o Metered, unlimited, and/or bundled minutes
- **Broadband service, which can also be used for data**
- **LAN gear, routers, and UPS (uninterruptible power system) back-up**
- **IP phones**
- **Quality of Service management**
- **24/7 uptime and performance monitoring**
- **SLA guarantees**

Managed Hosted Voice is a flexible solution that allows you to pay for everything you need, but nothing you don't. For example, if you already have certain equipment that will work for your deployment, such as IP phones, you can work with your provider to reduce the costs of your package accordingly. The goal is to avoid capital expenses, simplify management, and minimize your month-to-month cost per seat.



Future Proof Flexibility

With a Managed Hosted Voice solution, you never have to worry about outdated equipment or upgrade hassles. Everything is maintained and continuously updated on your provider network, and you enjoy access to your calling features from any location through a web-based interface.

Because the solution is hosted in your provider's cloud network, scaling your solution at any time is fast and easy. Once the necessary on-site infrastructure (broadband, phones, etc.) is in place, you can typically have a new location or user up and running in less than 24 hours. If you have individual remote workers or small off-net locations, they can be connected to your unified phone system via any broadband connection.

Perhaps most exciting, Managed Hosted Voice from a qualified provider guarantees continual improvement in your access to advanced features and functionality. With IP PBX equipment, adding new features usually requires an expensive upgrade.

With a hosted solution, your provider takes the lead on implementing the latest and greatest technologies, such as unified communications services and mobile integration applications, as they become available. Upgrades to standard feature packages are usually made with no increased costs or migration requirements, and desirable new add-on features can be quickly added to your existing service.



About Access Point Communications

Access Point Communications is a provider of Business Communications services, equipment and solutions throughout Chicago land. We have over 27 years of experience and expertise in the Telecom industry and represent over 35 major telecom and equipment providers to offer our clients with the best options for their specific need.

As a no cost extension of your business we provide the Technical expertise you need without the expense you don't. Access Point will handle all of the work for you after a review of your requirements and needs we will acquire multiple bids on your behalf and present you with solutions and our recommendations. Why set up multiple meeting with carrier sales reps for them to give you only their benefits, when Access Point can handle it all and present you your unbiased benefits.

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