

BUSINESS COMMUNICATIONS OVERVIEW



For business customers, managing communications and increasing productivity in today's dynamic, distributed, mobile economy is extremely challenging. With Metaswitch Business Communications, network operators can support customers of any size to meet these challenges by quickly and reliably delivering feature-rich, high-quality, and secure business communications solutions.

BROAD, EASY-TO-USE FEATURES

Metaswitch's Business Communications include a broad set of easy-to-use features that form the basis of market-winning SIP Trunking, Hosted PBX, Unified Communications and Collaboration, and Contact Center solutions. Further, open interfaces and partner integrations provide greater flexibility to meet the requirements of different industries and user types. End-users of these solutions can easily connect with colleagues and customers while enjoying unmatched simplicity and excellent voice and video quality.

SIP TRUNKING

The availability of IP trunk interfaces on premises-based PBXs and enterprise session border controllers (e-SBCs), combined with the increasing expense associated with aging TDM infrastructure, makes SIP trunking an attractive option. Enabling data and voice to share a common connection, our SIPconnect 1.1 and Skype-for-Business (Lync) compliant trunking solutions extend capex and opex savings. The addition of call bursting, business continuity, and overlay hosted and unified communications applications forms a competitive SIP trunking offering.

HOSTED PBX

With TDM-centric PBXs reaching their natural end-of-life, along with the savings that can be realized with all-IP voice services, there has never been a better time to target business customers with an innovative, hosted IP telephony solution. Metaswitch Hosted PBX offerings afford your customers access to compelling services, powerful applications, and intuitive CommPortal user interfaces that will set you apart from the competition, while making PBX services easier for you to deploy and manage.

UNIFIED COMMUNICATIONS

Accession Communicator for Mobile and Desktop comprises powerful applications that enable network operators to extend their business telephony services directly to an end-user's PC, portable device, or handset over wired Ethernet, WiFi, or 3G/4G. Users benefit from the same business-class phone features they currently get in the office, along with Conferencing, Instant Messaging and Presence, Collaboration, and Video – allowing them to easily connect with their colleagues and customers.

CONTACT CENTERS

Contact centers increasingly enjoy the benefits of moving into a cloud-based environment, eliminating costly hardware investments and easing the purchase of services. To address this trend, Metaswitch has implemented two solutions to address the contact center market. First is Integrated ACD (iACD), a solution for call centers with more straightforward needs. Second is Cloud Contact Center (CCC) for more complex implementations requiring functions like workforce management and multi-channel (voice, email, chat) support.

EXCEPTIONAL QUALITY OF EXPERIENCE

In the highly competitive business communications market, network operators must deliver high quality, security, and reliability. Metaswitch delivers a well integrated and supported solution across its business application server, its Perimeta SBC, partner devices, and network management. This assures carrier-grade reliability in highly versatile deployment options, including architecture for Network Functions Virtualization Infrastructure (NFVI) – and the flexibility to address small to large deployments, easily and cost-effectively.

Maintaining customer loyalty is rooted in the rapid resolution of interworking issues, quality problems, and outages. Our Metaview Network Management includes Service Assurance Server (SAS), a comprehensive integrated tool for VoIP diagnostics and analytics. These detailed call traces enable your technicians to diagnose many common configuration, network, and interoperability problems, saving you time and optimizing customer support.

SAS also tracks all information related to the user endpoint and interfaces, including registrations and session interaction. Network managers can easily use MetaView SAS to monitor global end-to-end call quality, set key performance indicators (KPIs), and quickly identify potential problem areas with point-and-click drill-down.

The quality of experience extends to your end-users as they will enjoy a high-quality solution with easy setup and intuitive user interfaces across phone, Web, and mobile devices to maximize product utilization and satisfaction while minimizing post-sales support. Our Unified Communications experience is built for quality – optimizing voice and video while reducing battery-drain on mobile devices.

THE TIME IS NOW FOR METASWITCH BUSINESS COMMUNICATIONS

The proliferation of mobile devices and the growth of an ever-more remote and distributed workforce is driving demand for better business communications solutions. With Metaswitch Business Communications, network operators can meet this demand and deliver an array of integrated multimedia communications solutions to enterprises of all sizes, across any broadband network.

RAPID TIME TO MARKET

The growing demand for business communications creates urgency for network operators to go to market quickly and effectively. Metaswitch provides a variety of technical and marketing resources designed to accelerate your deployment and market success.

REFERENCE ARCHITECTURE

The Business Communications Reference Architecture is our recommendation for deploying business communications quickly and successfully. It incorporates lessons-learned and best-practices to form highly competitive, tried-and-tested product offerings including tight, tested integration with partner equipment. The Reference Architecture includes specific product guidance – including offer requirements, certified CPE, and configuration tools to accelerate your deployment in both lab and production environments.

MARKETVISIONS

MarketVisions draws on proprietary market research and years of experience in the business market space. With unmatched intelligence from a proven team of go-to-market experts, you can be sure to make better-informed product decisions and quickly build winning offers – along with the tools to promote, sell, and support them. MarketVisions provides an array of business-case and product-planning tools as well as brandable marketing materials, user guides and videos, and sales training to ensure a successful market launch.

