

## Managed VoIP Services

VirtelaVoice<sup>SM</sup> is a Managed Voice over IP (VoIP) solution that allows businesses to transport voice calls over a secure MPLS network. By circumventing the traditional telephone network and associated tolls for interoffice calls, customers can significantly reduce long distance charges. Through VirtelaVoice, corporations can make and receive local, long distance, and international calls. Unlimited interoffice calls can be placed over the MPLS network without incurring additional usage charges or replacing existing PBX systems. VirtelaVoice is also an ideal solution for supporting call centers with high-quality connectivity needs.

Virtela classifies traffic across the MPLS network to enable true converged services. Where Virtela utilizes multiple access providers to support diverse customer locations, Class of Service (CoS) parameters are mapped between providers ensuring CoS from end-to-end. Virtela engineers provide a network assessment for customers reviewing current and future calling patterns, network spend, and anticipated savings. Virtela also provides comprehensive security services to protect the VoIP network from malicious activities.

Committed to providing customers with the highest level of customer service, Virtela's Global Operations Center (GOC) is staffed 24x7 with a highly trained team of experienced engineers and network experts dedicated to the design, implementation, and maintenance of customers' remote access networks. Virtela provides troubleshooting for IT Help Desks assisting end users either through direct support or through a warm handoff.

Corporations are continuously challenged to increase productivity while cutting costs. With the increase in the number of telecommuters and geographically dispersed corporate locations and call centers, domestic and international voice communications have become progressively more expensive. Businesses seek a simple voice solution that will meet the dual requirements of reducing costs while keeping pace with technological advances and business expansion.

A global event ticketing services vendor needed a partner willing to work with them to implement a VoIP solution for their call centers to provide better inbound call routing, provide an automated call failover solution, and help them save money. Virtela engineers worked closely with the customer to design, test, and implement VoIP and video solutions to their specification. VirtelaVoice is currently being used to manage inbound calls from customers purchasing event tickets as well as to manage load between call centers. Virtela manages regional gateways located in Virtela Regional Policy Centers<sup>SM</sup> (RPCs) that convert inbound calls to IP, then provides transport to the call centers over Virtela's MPLS backbone.

Customer benefits included:

- The ability to scale more easily
- Automated inbound call routing and failover (previously performed manually)
- Proactive, 24x7 network management provided by the Virtela GOC
- Cost savings over their legacy environment

### **Key Benefits:**

#### **Convergence via Global MPLS Network**

- Relationships with over 250 providers
- Multi-backbone routing & industry leading SLAs
- 4 Levels of Class of Service allow for voice prioritization
- Class of Service mapping between carriers
- 24x7 Monitoring, management, and troubleshooting

#### **Consultative Approach**

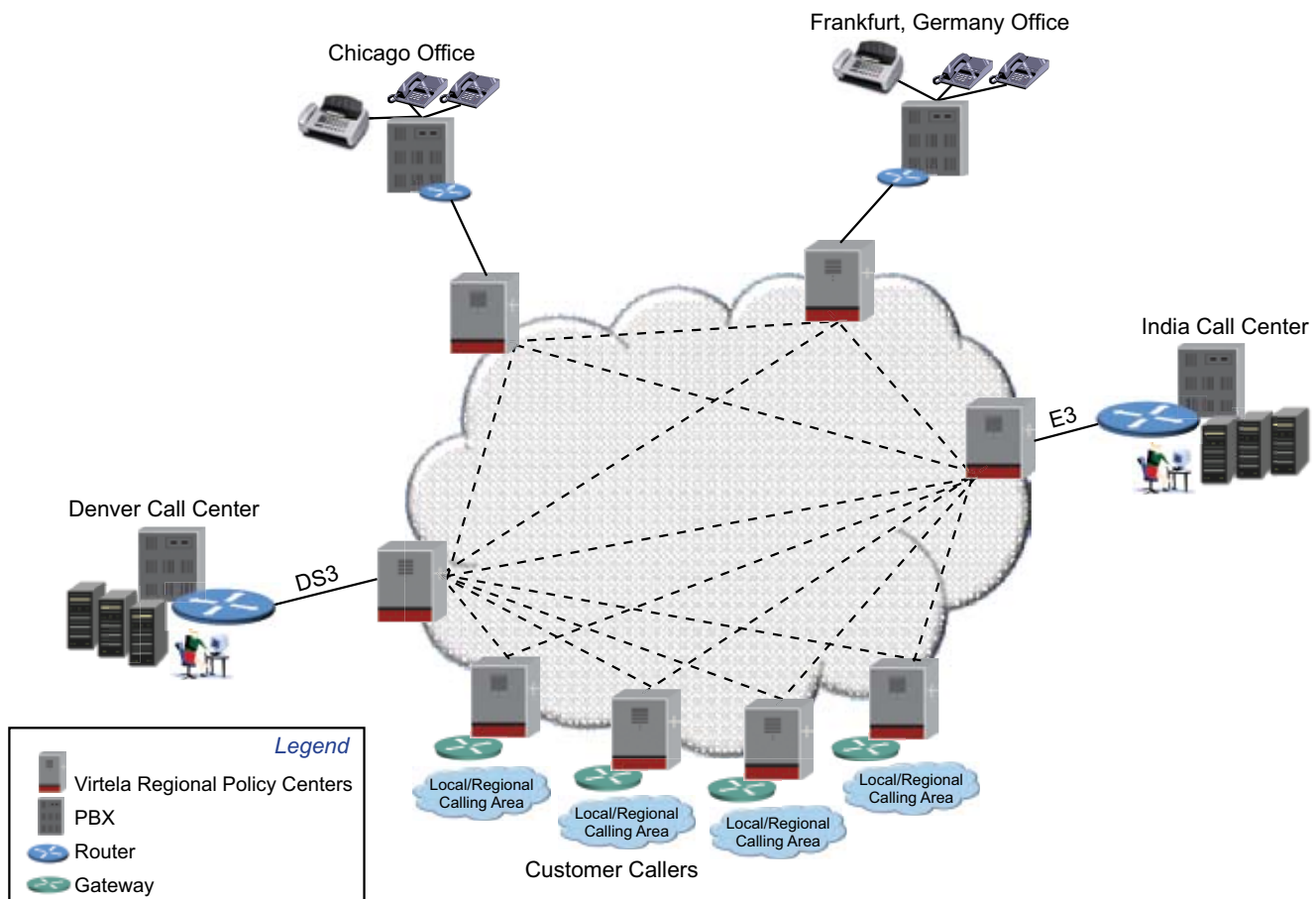
- Setup of CoS across the WAN network
- CPE recommendations including PSTN handoffs
- Customer needs analysis



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Corporations want to cut costs for telecom services, however, do not want to sacrifice quality. Multinational corporations are increasingly using VoIP as a means to bypass toll charges between locations for inter-office calls. VirtelaVoice customers can leverage Virtela's worldwide network to integrate the transport of voice and other applications, so corporations can take advantage of true convergence while maintaining high quality services.

### VirtelaVoice for Intra-Company Voice Plus Call Center Connectivity



### About Virtela:

Virtela Communications Inc. delivers award-winning network and security solutions to many of the world's largest and fastest-growing multinational companies. Currently serving customers across six continents, Virtela's network reach spans more than 190 countries. Virtela's unique Global Service Fabric<sup>SM</sup> offers the foundation for delivering critical applications via the company's acclaimed service methodology, with a services suite that includes MPLS and IP-based virtual private networks (VPNs), security services, remote monitoring and management of WAN/LAN infrastructure, and converged services (data, video, voice).

