



Call for One. Call for All.

Flexibility Through VoIP

DOTVOX eliminates the significant costs of managing and maintaining your on-premise communications hardware through hosted VoIP solutions.

Since there's no expensive or risky overhead, a hosted unified communications service is appropriate for businesses of all sizes looking to integrate a versatile, more cost-effective way to efficiently communicate and collaborate.

With a hosted VoIP solution, you'll fully extend your company's ability to communicate and provide a more flexible work environment for your staff. By consolidating your company communications, employees are able to keep in touch with their most important contacts across multiple platforms, maintaining professional relationships on each level of your business.

DOTVOX FEATURES INCLUDE:

- Hosted DOTVOX Call Center
 - › Automatic call distribution
 - › Auto attendants
 - › Desktop clients
 - › Enhanced reporting
 - › Remote agents and supervisors
- True Mobility
 - › Mobile softphone (Android and iOS)
 - › Transfer between desk phone and mobile phone
 - › One number



Versatile and Cost-effective
Unified Communications System



- DOTVOX Unified Messaging
 - › Voicemail to email
 - › Fax to email
 - › Video messaging
 - › Instant Messaging & Presence (IM&P)
 - › Email, phone, web, and mobile device access
- DOTVOX Collaboration
 - › Desktop screen sharing
 - › Online file sharing
 - › Online meeting rooms
 - › White boarding
 - › Document annotation
 - › Recording
 - › Integrated audio conferencing
- Services and Support
 - › U.S.-based, 24-hour support center
 - › Self-service web portal
 - › Integration available with software such as CRM and ERP



DOTVOX lets you call, instant message, and video chat with important contacts using your personal smart device from any location. Whether it's a smartphone or tablet, communications are made and received using your regular business number.

POINTS OF INTEREST

DOTVOX is rich in features and functions that make clear gains for your business. Our hosted solution gives you:

- **Accessibility:** Regardless of location or device used, employees can make and take calls using their unique business number.
- **Versatility:** Supports HD audio/video, IM&P, group calls, video conferencing, file sharing, and more.
- **Lowered operational costs:** Eliminates the need to hire extra staff or pay for extra hardware, software, and services.
- **Quick deployment:** Users simply install the client, configure device(s), and are ready to communicate.

DOTVOX: THE SCALABLE SOLUTION

Businesses of any size need a communications service that grows along with it. Using the BroadWorks platform, DOTVOX can scale to accommodate businesses of any capacity.

- **Reliability:** Offers full network element redundancy with no single point of failure; can also be deployed in a geographically redundant configuration.
- **Scalability:** Add users or services at any time.
- **Availability:** Redundancy configurations account for industry standard 99.999% uptime.

DOTVOX ATTRIBUTES COMPARISON

ATTRIBUTE	HOSTED PBX	PREMISE SOLUTIONS
Scalability	<ul style="list-style-type: none"> Essentially unlimited 	<ul style="list-style-type: none"> Typically 1,000-10,000 users Limited number of IP phones
Multi-site Networking	<ul style="list-style-type: none"> Uniform dialing plans Full-feature set Centralized management 	<ul style="list-style-type: none"> Hard to manage dial plans Limited network features Service islands
Total Cost of Ownership	<ul style="list-style-type: none"> Lower cost with outsourcing 	<ul style="list-style-type: none"> Higher costs overall; staff & support, access (PRI vs. T1) and Limited CPE choices
Open and Standards	<ul style="list-style-type: none"> Open and third-party customer premises equipment (CPE) SIP-based 	<ul style="list-style-type: none"> Limited, closed CPE Proprietary content
Reliability, Resiliency, and Survival	<ul style="list-style-type: none"> Carrier-grade platforms (typically well over 5 9s) Cost borne by service provider Sun Solaris and IBM Linus mission-critical elements Robust IP networking, including geographic redundancy 	<ul style="list-style-type: none"> Typically, 5 9s only by complex, expensive methods Cost borne by Enterprise Use of Windows and other less-hardened elements; Unix/Linux use growing Software reliability and churn remain an issue
Technology Risk	<ul style="list-style-type: none"> Borne by service provider 	<ul style="list-style-type: none"> Borne by Enterprise
Operations and Management	<ul style="list-style-type: none"> Centralized system management Located at CO and/or data center Supports multi-location and multi-tenant usage 	<ul style="list-style-type: none"> Separate management systems Located at customer site Typically supports single site, non-networked

Visit DOTVOX.com for more information.