Better Managed IP Voice Services

Combine the value of a purchased IP phone system with the features and benefits of a hosted managed service. You own the IP voice platform but BCI's experienced and certified engineers monitor and manage it for you 24/7/365. Gain advanced management and support for a predictable fixed monthly fee.

The ongoing management of IP voice applications in a regular or enterprise-class business network can present a variety of challenges. In addition to managing routine moves, adds, changes and deletes (MACD), you must also address ongoing hardware and software maintenance, network and carrier traffic analysis, application availability, and trouble reporting.

Successfully managing IP voice in the mid-size or enterprise environment requires a trained, experienced staff that not only understands VoIP but also traditional analog applications, including various ancillary and legacy devices that may operate within the voice network.

Benefits

- Streamline Internal IT Resources and Staffing Costs
- Simple, Predictable Monthly Pricing
- Confidence and Peace of Mind You Need, So You Can Concentrate on Your Business, Not Your Voice System

BCI's innovative approach provides comprehensive monitoring and customized management of IP voice systems and networks. The primary benefit of our managed services is that you will no longer have to worry about the management, support and administration of the system. The service level options include proactive patching, monitoring and alerting, issue response and resolution, system administration and MACDs, monthly report generation for IP voice components and VoIP network infrastructure devices. We can identify Quality of Service issues before they affect your organization. The result is that your IT team is no longer spending time handling these routine, but necessary, activities. They are instead free to focus on more strategic initiatives.

BCI's Managed IP Voice Services are an efficient and affordable alternative for businesses with investments in premise based telecom systems. Beginning with basic monitoring and remediation, we offer flexible plans that include continuous QoS (quality of service) analysis, carrier management and support of third party software application integration. The services are directed by Cisco CCIE certified engineers, providing you around the clock support, 365 days a year from our advanced, secure data center facility and network operations center (NOC).

Features

- Application of Software Upgrades/Patches
- Routine Moves, Adds, Changes and Deletes (MACD)
- SIP and TDM / Legacy Trunk Management
- Carrier Management
- QoS Analysis and Planning
- Support for Cisco Unified Communication Tools
- 24/7/365 Monitoring and Trouble Remediation