



## Managed Class 5 VoIP Infrastructure

### VOIP LOGIC TELEPHONY SYSTEMS PROVIDED AS A MANAGED SERVICE FOR CARRIERS AND SERVICE PROVIDERS

VoIP Logic provides Class 5 VoIP infrastructure, including BroadSoft's industry leading BroadWorks platform, Acme Packet's Net-Net Access SBC and Genband's S3 VoIP Peering solution as a managed service, for companies offering Hosted PBX services to small and medium-sized business customers.

We support many different types of Service Providers including traditional telecom carriers, IT and LAN services organizations, WAN services companies, telephone equipment manufacturers, etc. Supporting enterprise customers is both the most lucrative and the most performance-sensitive segment of the telephone market. Our business is managing the infrastructure that allows you to meet your operational objectives with cost - and resource - efficiency.

### VOIP LOGIC METHODOLOGY

We offer an à la carte menu of best-of-breed technology available in each category of VoIP infrastructure included in our Class 5 Hosted PBX offering and across our portfolio. We have a close working relationship with the manufacturers of all of the technology we support. As important, we have extensive training and production experience on their systems. Our team of engineers has a proven capability of supporting the complex business operations associated with running 'always-on' infrastructure.

Our VoIP technology assets are deployed in geographically redundant, SAS 70 certified, carrier collocation facilities. Through diverse network paths, dual BGP network redundancy, high-availability in all VoIP network components and on-site engineering personnel, we enable you to run your VoIP operations the way you want. This allows your organization to focus on the marketing and sales of the Hosted PBX service while remaining confident that the infrastructure will always perform.

### BEST OF BREED VOIP TECHNOLOGY

VoIP Logic provides hosted and managed infrastructure from best-of-breed VoIP technology manufacturers. Stable, tested and scalable, each system is selected for the flexibility and value it brings to production service offerings for carriers and service providers.



### Why VoIP Logic?

**Engineering Expertise** - VoIP Logic has deployed more than 250 carriers that use VoIP Peering technology. Our Customer Solutions Group is comprised of highly trained, experienced and dedicated engineers focused on efficiency and the highest quality delivery of professional services.

**Flexibility and Scalability** - Start with limited capacity and grow incrementally as demand increases. Choose from a range of global locations for placing equipment.

**Bundle** - To operate all required core VoIP devices, you need collocation, power, remote hands support, vendor support, IP bandwidth, data networking equipment, etc. VoIP Logic gives you an easy-to-understand monthly cost, and incremental costs as you grow.

**Training** - VoIP Logic provides service providers with the tools, knowledge and expertise to take full advantage of the benefits offered by the feature-rich platforms we offer.



## CORTEX OSS®

### Integration, Provisioning and Management

Most carriers and service providers that offer Hosted PBX services find that there are many expansions, integrations, online tools, add-on services, add-on systems, etc. that require software development and integration. VoIP Logic has developed Cortex to assist in these integrations through:

- Integrated Provisioning of multiple sub-systems.
- End User Web Portals.
- CSR Management Web Portals.
- 3rd Party Integration: Payment processing, DID selection, E911 assignment.
- Hosted PBX customer invoicing with QBill.
- Advanced Integration with VoIP Logic Professional Services. See SmartCare.

### FAQ ON MANAGED CLASS 5 VOIP INFRASTRUCTURE

Here are some of the common questions from carriers and service providers with an existing BroadSoft or other Hosted PBX platform customer base – or those looking to launch a Hosted PBX offering:

#### Do you compete with us in any way?

NO: We provide systems, infrastructure, expertise, training, support and software integration to our customers who, like you, are using VoIP technology in their service offerings.

#### Can you support locally anchored media with a regional or local Acme Packet SBC?

YES: We use the Acme Packet Net-Net series and offer it as a managed service at a VoIP Logic facility or at an approved customer site.

#### Do you support private IP (i.e. MPLS) interconnection?

YES: This option is encouraged as it is correlated with a higher success rate for our customers.

#### Will I have an interconnect/peering SBC to control my carrier routing?

YES: Each operator uses a managed Genband S3 for VoIP peering and routing, either as part of a partitioned system or as a stand-alone platform, depending on requirements. You have complete control over your routing 24 hours a day.

#### Can I host additional equipment in close proximity to the Class 5 infrastructure?

YES: Most carriers have ancillary systems for CDR and/or device authentication that we collocate for operational purposes. Please inquire about our SmartSpace offering.

#### Do you allow a la carte feature sets?

YES: While most of our customers choose from the five most popular BroadWorks feature sets – Trunking, Premium Residential, Business Line, Standard Enterprise and Premium Enterprise – we will work with you to build feature sets for your customer base.

## Does Infrastructure-as-a-Service Make Sense for You?

You want to minimize capital expenditure and long term risk.

You are concerned that a lack of carrier selection - origination and termination – will shrink margins and degrade quality of service.

You understand that VoIP technology and, therefore, VoIP infrastructure is on a rapid advancement cycle.

You are time-sensitive and want to deploy a complex service into production in the next 3-6 months.

You need a partner who has extensive expertise deploying and integrating VoIP technologies.

You do not want to spend time, capital, or ongoing 'opex' expense adding engineering expertise.

Reseller programs do not give you the control, flexibility or profit margins you require.

### About VoIP Logic

VoIP Logic is a global provider of Voiceover-Internet Protocol (VoIP) Managed Services and the creator of Cortex® OSS for multi-system provisioning and management. The Company is focused on deploying, integrating and managing next-generation communications technology. As such, we pride ourselves on 100% carrier and service provider neutrality.