

OneFlex Managed IP Communications

Description

OneFlex Managed IP Communications is a managed customer premises equipment (CPE)-based VoIP solution with multiple service options. It offers a highly customized solution that unifies your network into a converged platform to support voice, video and data. Through a fully-bundled IP telephony service that includes a convergence readiness assessment, OneFlex Managed IP Communications provides the hardware, software, license, installation, maintenance and 24/7 application management and monitoring you will need. The service cost is contained in a monthly recurring charge (MRC) per managed port, eliminating the need for large up-front capital expenditure.

Features

- Six components: IP private branch exchange (PBX), voice mail, switch/router, WLAN, IP call center and paging.
- Powered by Cisco® Systems and includes Call Manager and Unity applications.
- Remote implementation services—configuration, revision and operability assessments on edge routers, switches and servers.
- Management-only service available (for existing implementations).
- 24/7 remote monitoring of OneFlex IP Communication site components and interfaces.
- Fault management services including detection, isolation, diagnosis and remote repair.
- Proactive customer notification and escalation.
- Proactive management of quality of service (QoS).
- Management of moves, adds and changes (MACs) and dialing plans
- Web-based ticketing, inventory and performance reports.
- Cisco agent deployments to enforce packet sniffers/call interception, host-based virus scanning, unauthorized access, caller identity spoofing, toll fraud, repudiation and IP spoofing.

Benefits

The Qwest® OneFlex® Managed IP Communications total solution goes beyond your expectations to deliver exceptional return on investment (ROI). Along the way, you'll experience a range of benefits. OneFlex Managed IP Communications:

- Outsources the complexity of a converged environment—you can allocate resources elsewhere.
- Offers a platform that is the springboard for today's convergence movement while increasing IT staff productivity.
- Decreases the costs to meet current and future communications requirements as your business changes and grows.
- Offers multiple carrier and access options; not carrier dependent.
- Guarantees constant state-of-the-art performance and support.
- Secures connectivity.

How it works

Qwest OneFlex Managed IP Communications captures the benefits of convergence by collapsing your voice and data onto a single, merged network. Telephony becomes an application on your data network. Call quality is ensured using QoS and is separated from your data traffic through a virtual LAN.