VoiceMaxx CE

Forget everything you thought you knew about enterprise communications

VoiceMaxx CE helps your organization communicate more effectively

VoiceMaxx CE, based on the Cisco Hosted Collaboration Solution (HCS) platform, provides a combination of benefits that improve enterprise collaboration and efficiency. Hosted in West IP Communications’ datacenter, VoiceMaxx CE drives down costs over on-premises solutions and provides a highly flexible solution that supports various communication methods, integrates with other solutions, and can be customized for users based on their role and needs.

IMPROVE COLLABORATION FOR FASTER RESULTS

VoiceMaxx CE includes Cisco Jabber, which streamlines communications and enhances productivity by unifying presence, instant messaging, video, voice, voice messaging, desktop sharing, and conferencing capabilities into one client on your desktop. Find the right people, see if and how they are available through presence indicators, and collaborate using your preferred method. You can even create customized availability messages, such as “Out to lunch. Back at 1pm.” to provide additional context. These capabilities reduce communication delays and result in faster decision-making because users can react immediately once they know a contact is available.

BROADEN YOUR COMMUNICATIONS OPTIONS

VoiceMaxx CE enables you to reach others through a variety of methods. Call or send a chat to a contact from Jabber, call the person on their desk phone, call from your desktop using the softphone with Cisco Jabber, call using a mobile device, and more:

• Make phone calls, access voicemail, chat with colleagues
• Access voicemails from any device, anywhere
• Chat with others and view status information
  • VoiceMaxx CE with Cisco Jabber provides simple chat and presence or full Unified Communications capabilities with collaboration features for Windows and Mac
  • Full unified communications capability includes voice, voice messaging, instant messaging, and video calling capabilities* so you can see others as you speak
  • Mobility features enable users to view contacts on softphone and smartphone clients***, extending the corporate directory, voicemail and calling features for those who work outside the office**

INTEGRATE WITH OTHER SOLUTIONS

VoiceMaxx CE integrates with other solutions from Cisco and West IP Communications, including ControlMaxx, our enterprise contact center platform, allowing communication to be further streamlined across the organization.

TAKE ADVANTAGE OF THE CLOUD

Because VoiceMaxx CE is hosted by West IP Communications, it eliminates the need for on-premises equipment, maintenance and support. We manage the platform for you, saving time and money.
CUSTOMIZE SOLUTIONS PER USER
Collaboration tools should match the needs of each user. With VoiceMaxx CE, you can choose the package that works best based on organization roles and collaborative requirements. Packages are flexible, billed on a monthly basis and can be adjusted as business and user needs change.

Premium Package.
For executive level management, sales, and account executives with a need for a high level of accessibility, mobility, and specialized features.

Features Included: DID, Voicemail, Jabber1 (desktop), DirecFax, One to one video2, Single Number Reach, Call Recording, supports multiple devices3

Standard Plus Package.
For general interoffice staff requiring personalized functionality with added features for enhanced productivity, mobility and call management.

Features Included: DID, Voicemail, Jabber1 (desktop), DirecFax, One to one video2, Single Number Reach, supports two devices3

Standard Package.
For standard in–office employees requiring some personalized functionality, but who do not need the complete suite of services for daily business use.

Features Included: DID, Voicemail, optional add-on Jabber IM/Presence only, supports 1 device3

Admin/Reception Package****
For administrative, reception and department assistants requiring a high level of control of incoming calls.

Features Included: DID, Voicemail, optional add-on Jabber IM/Presence only, supports 1 device3

Limited Use Package.
For lobby areas and break rooms and contact center agents who only need point to point communications.

Features Included: Virtual DID, supports 1 device3

* Available for Windows only.
** Features vary by device.
*** Available with Apple iPhone.
**** Admin requires Standard license or above- Standard features shown. Requires purchase of additional hardware or software licenses

1. Cisco Jabber Full Unified Communications version
2. Full UC Jabber version includes one to one video capabilities. Does not include Immersive video/Cisco Telepresence rooms. Requires compatible desktop phone or full Jabber UC version for desktop softphone. Features vary by device.
3. Devices include desktop phones, desktop softphones and smartphone clients, lobby and conference room devices.

NEXT STEPS
Our focus on enterprise communications has taught us that there is no one–size–fits–all solution. Enterprises’ needs evolve quickly and careful planning is required for the migration to IP communications. Connectivity, scalability, user adoption, service visibility, monitoring, analytics, reporting, service and support integration—these are all things that need to be taken into consideration.

Our Highly skilled Solution Design teams have assisted many large enterprises design and deliver successful network and voice service transformations. They work with clients through a proven migration methodology:

Strategize & Analyze
• Evaluate communication flows and patterns
• Assess bandwidth and QoS requirements
• Identify user and location requirements
• Understand legacy equipment and services

Architect & Validate
• Provide solution level architecture
• Map high level call flow design
• Identify IT architecture pre-requisites and initiatives

Detailed Design
• Detailed design from network core to desktop
• Develop migration plan
• Document line of business and department level call flows
• Plan for user adoption initiatives
• Identify reporting and billing requirements

Implementation
• Dedicated project management to oversee all aspects of migration
• Ordering and installation of all circuits and equipment
• Porting of all numbers
• Initial set up of call flows and disaster recovery/survivability services
• Training of users and administrators

Management & Support
• Monitoring of all underlying carriers, bandwidth usage, call quality and QoS policies
• Integration of support process from MACDs to critical escalation
• Customization of service portals and role based support of administrators
• Hardware support and lifetime warranty/upgrades

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