



MANAGED HOSTED VoIP HIGHLIGHTS

- Voice and data over a single circuit line
- Full enterprise-class PBX functionality
- Flat rate pricing
- 99.9% uptime
- 24x7 Help Desk support
- Voicemail accessible from phone and e-mail
- Flexible, scalable on-demand usage
- Comprehensive reporting
- Phone hardware and software provided
- Conference call bridging
- Secure, private network
- Reduction in long distance fees

Managed Hosting Voice Over IP (VoIP)

Critigen Managed Service's Hosted Voice Over IP (VoIP) allows companies to access their phone and data over one telecommunications line, providing enterprise access to a central phone system that handles all call routing, phone lines and conferencing.

With Managed VoIP services from Critigen, each user has an individual phone number and the ability to access voicemail and data anytime, anywhere. Critigen VoIP can be provisioned over the same data connection for Internet access, reducing cost and support across multiple vendors.

Full PBX capabilities are realized without the need to install expensive PBX hardware on location. Users also can consolidate multiple phone numbers to a single phone number, allowing callers to reach them where ever they are with one call. The problems associated with aging PBX infrastructure are eliminated as all provided hardware and software is refreshed on a constant basis at no additional fee to the customer.

OVERVIEW

Critigen Hosted VoIP service provides an enterprise-class, Cisco IP telephony solution (Call Manager/Unity) to customers on the company's managed network.

This IP solution consists of a centralized and fully-redundant infrastructure that is fully maintained by Critigen 24x7x365. The solution includes:

- Basic phone service
- Direct Inward Dial (DID) numbers for every phone
- Unified Messaging (Voicemail)
- Enhanced 911

Critigen provides the physical installation of the IP phones and managed network devices, as well as basic call flow setup (Standard Voice Application). Training can occur either on- or off-site.

FEATURES

- 24x7 monitoring to ensure system uptime and performance
- Quality of Service Tuning
- Infrastructure upgrades
- Infrastructure backup of the call processing and voicemail databases
- 24x7 Help Desk for changes and administration
- IP phones and network equipment provided by Critigen replaced if defective

LET US KNOW. WE CAN HELP.

What are your barriers to modernizing critical infrastructure?

Visit us at critigen.com or call +1 303.706.0990.

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The catalyst to modernize
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