voxee

Voxee Hosted VoIP Billing

Fully Managed Speed & Reliability

Voxee Inc

60 E Rio Salado Parkway Suite 900

Tempe, Arizona 85281

p: +1.480.366.5950

e: enterprise@voxee.com

The VoIP Service Provider's Dilemma

VoIP service providers worldwide, large and small alike, know how important timely and accurate billing results in one thing – *profitability*.

This is where the problem lies. Managing an entire VoIP billing backend can be an arduous and often cumbersome task. With worldwide VoIP networks growing at an alarming rate, this problem is becoming an increasing worry of network managers who struggle to keep their billing systems scalable and relevant to emerging VoIP technologies.

Fret Not – Voxee is here!

The Voxee Hosted VoIP Billing Platform has been designed exactly for this purpose.

We take care of your entire VoIP billing platform – hosting, management, maintenance, software upgrades, and even host them on our carrier-grade datacenter network. This results in a significantly lower cost of deployment, risk-free point of entry and no huge upfront capital investments in hefty billing systems.

Services At A Glance

- ✓ Time to live in matter of hours – not days!
- ✓ Over 100 new call attempts per second
- ✓ Unlimited concurrent call scalability
- ✓ Unlimited VoIP gateways
- ✓ Unlimited tariffs for single network
- ✓ Unlimited number of rating plans
- ✓ SIP & H.323 Support
- ✓ Fully RADIUS / AAA compliant
- ✓ Interoperable with major VoIP manufacturers (Cisco, Quintum, etc)
- ✓ No hardware deployment required
- ✓ Multi-tiered user management (partition owner, reseller, end users)
- ✓ Route profit guarantee mechanisms
- ✓ Fraud detecting alarms
- ✓ Multi-Gigabit BGP routed network
- ✓ Carrier-neutral datacenter facilities
- ✓ 24x7 Support Coverage
- ✓ Remote or On-Site training available

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KEY FEATURES

Networking

- Real-time management through intuitive web based control panel
- Advanced call routing based on prefix
- Connects SIP and H323 in the same network
- Multiple translation rules

Billing, Customer/Subscriber Management

- Prepaid, post-paid and wholesale business models
- E-commerce module –invoicing and credit card processing
- Customer call detail records
- Billing reports
- 17 different languages

Monitoring

- Powerful web and e-mail statistics
- Graphs and stats: traffic, load, ASR, cost/revenue and more

Customer Service

- 24×7 technical support
- Full systems training
- Equipment interoperability

DATACENTER

Voxee owns and operates all equipment which runs our datacenter facility right down to the very cables and connection points. Why does this make a difference you may ask? Simply because in times of emergency, we are the one and only point of contact whom you need to deal with who have direct access to everything. No more waiting endlessly for third parties to troubleshoot the faults. In the world of VoIP every second counts, and we take that seriously enough to invest into the very equipment which ensures that.

IP & AS NUMBERS

We own an AS number and IP block allocation directly from ARIN, complemented by a redundant BGP network. This means that we are not at the mercy of any one single IP transit provider outage. Whenever an upstream route becomes unresponsive or drops in quality, our routers immediately kick in and routes traffic over other links which are clear. This ensures that your VoIP signalling always runs over fast and efficient connections. Now ask our competitor whether they have such a level of detailed control over their network.

SERVER HARDWARE

Unlike many other hosted services, Voxee only uses top grade server hardware to power our production systems. In addition to that, we cluster and load balance all VoIP billing nodes so that they operate in the most efficient manner possible. Each hardware node is powered by HP Proliant Xeon servers with a minimum of 4GB RAM and 5x36GB SCSI hard drives over RAID5.

OPEN PEERING CONCEPT

Voxee is one of the first VoIP service providers to adopt one of the world's friendliest peering policy. We believe firmly in the benefits of peering, and are willing to establish peering points at our common exchange facilities with anybody. We are also one of the pioneer charter members of the One Wilshire Any2 Exchange and are actively pursuing peering relationships with networks.

REDUNDANT NETWORK

Dual front-facing core routers coupled with multiple upstream Internet connectivity to the top Tier 1 ISPs allow us to ensure continued network uptime even if any one provider goes down. Our entire backbone network is fully switched, running over Gigabit links powered by a stunning combination of Cisco, Foundry and HP networking gear.

Iron-Clad Enterprise Support

As Hosted VoIP is a product line under our Enterprise group of services, Voxee is proud to provide our very own "Iron-Clad Enterprise Support" which customers enjoy and competitors envy.

RELAX – YOU ARE IN GOOD HANDS

Our Enterprise Technical Services Team comprises industry veterans and certified experts alike. At any given time, we complement your existing customer service front by providing solid background support through a pool of professionals – Microsoft Certified System Engineers, Red Hat Certified Engineers, Cisco Certified Professionals, Nextone Certified Engineers and more!

What makes our Enterprise Support "Iron-Clad"?

- Direct access to full escalation procedures
- Technical Services Team stays online with you until issue is resolved
- Same Engineer handles follow-up for similar tickets ensuring knowledge of issue
- Team-based approach to problem troubleshooting

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