



NEOnet

Prompt. Courteous. Knowledgeable.

Support **you** deserve.

NEOnet's Voiceover IP hosted managed service reduces the total cost of ownership by sharing resources and managing the high-end functions of telephones for our customers. The distributed administration gives our customers the ability to add, move and change devices while leaving the management of the servers and software in the hands of the experienced voice engineers at NEOnet.

Customer Benefits

- Reduces staff required to maintain phone system
- Convergence of voice and data allows for infrastructure upgrades
- Minimal locally owned hardware
- Gateways for SRST and 911
- Centralized management and support while still providing local control
- No hidden costs for upgrades and support

Service Features

- Software support and maintenance
 - *No annual maintenance contracts to manage – all included in the service*
 - *All upgrades and enhancements included in the service - no need to bring in an outside vendor to upgrade locally hosted equipment*
- Hardware support and maintenance
 - *No annual maintenance contracts to manage – all included in the service*
- Distributed Administration
 - *Single pane of glass for distributed administration phones and voicemail accounts*
 - *Access to call log details that normally require third-party tools*
- Service and Reliability
 - *Geographically redundant off-site call processing and voicemail servers*
 - *NEOnet support for complex design questions and changes*
 - *Geographically redundant backup and recovery*
 - *Integration with Active Directory and NEOnet's hosted Exchange Service*

Optional Features

- High-availability local call manager and voicemail server
- Cisco emergency responder (E-911)
- IPCelerate (broadcast paging software suite)
- Contact Center Express
- Hosted adds/moves/changes service
- SIP service
- Dedicated call manager and voicemail cluster

Courteous

Helpful

Knowledgeable

Prompt

Concerned

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