TELVIVA N+

Hosted PBX

TELVIVA is perfect for companies who want a **business telecoms system** that gives greater control, flexibility, **cost-savings** and a wide range of features.

This innovative PBX will reduce your total cost of telecoms ownership and add value to your business. TELVIVA not only delivers large savings on infrastructure and call costs, but also requires **limited capital outlay**. Set-up costs and monthly operating costs will be much lower than you'd expect compared with a traditional PBX.

TELVIVA is a hosted, managed service. This means you can get on with your business and trust us to look after your telephony. With our proactive management and monitoring, you don't need the in-house technical expertise that you might need for a complex traditional PBX or legacy system.

▶▶ BUSINESS BENEFITS

Smart call routing saves you money

TELVIVA automatically routes your calls in the most **cost-optimal way**, via PSTN, GSM or VoIP.

Monthly subscription with no hidden costs

With a unique pricing model, you can expect to pay a single monthly fee. **No hidden costs** means that budgets are easy to manage.

Open standards – no lock-ins, low risk and cost-effective

TELVIVA can **integrate with your other business systems**. Choose your preferred network provider, voice termination partner and handsets. This vendor-agnostic approach lets you **choose the most cost-effective option** available.

Excellent range of features

TELVIVA gives **smaller businesses access to a wide range of telephony features** that were previously only available to larger businesses with big budgets.

User-friendly interface for easy administration

No technical knowledge is required to administer your TELVIVA IP PBX. Call management, moves, changes, adds, billing and reporting can be handled from an intuitive web interface.

Free ongoing software upgrades

Our team of internationally acclaimed software engineers **constantly refines and upgrades** the TELVIVA platform. These improvements are available free of charge to our customers.

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▶▶ CONNECTIVITY OPTIONS

If you have a managed access site that has multiple extensions and more than four simultaneous calls, you need a VOIPconnect access service. With TELVIVA, this can be via ADSL or Diginet, depending on your requirements.

Runway gateway service with ViBE quality of service management

- **ADSL:** Fast, faster or fastest - depending on the number of channels required.

- **Diginet:** Fixed line with business service level support

- **ViBE provides superior voice management and monitoring:**

  - A level of Quality of Service not available on any other product.

  - Unique header compression technology for a vastly greater number of calls.

  - Link failure detection meaning that alternative paths can be used.

  - Link bonding utilising all bandwidth available as a single virtual link, even where individual links are of varying speeds.

  - RAIN mode, allowing multiple link combination to reduce packet loss and completely remove any impact of link failure.

  - Real-time statistics and link monitoring.

  - Improved security, as branch sites with ViBE links can be joined together to form private networks.

▶▶ TELVIVA SYNC: LOCAL SITE HIGH AVAILABILITY

High availability is provided by the host system and **inbound calls can be redirected**. But there is always the chance that local links go down and outbound calls can't be made, unless redundant routes are available.

Our Runway customer premises gateway can ensure business continuity. Should the IP link fail, **Runway provides essential PBX functionality for TELVIVA** by routing calls over alternative PSTN or data links.

- The Runway gateway offers **Basic Rate (BRI)** or **Primary Rate (PRI)** ISDN ports connect you to local telco services as well as alternative data links.

- **TELVIVA Sync is an application developed by Connection Telecom** to mirror the host configuration on the local gateway. If the access service goes offline, the **local phones are connected to the Runway gateway** and calls are switched through the local lines.

- **The VOIPconnect access service is actively monitored** and when quality drops below a set threshold, the high availability failover is invoked.

  - **Real-time statistics** and link monitoring.

  - **Improved security**, as branch sites with ViBE links can be joined together to form private networks.

▶▶ HANDSET OPTIONS

TELVIVA supports complete auto provision of the extensions configuration to the Polycom and SNOM phones and their functionality is supported on our platform.

Polycom IP phones

Polycom Voice solutions integrate seamlessly with the TELVIVA platform to help businesses work efficiently and effectively. Polycom has a product to match your business requirements, from desktop to conferencing. Connection Telecom is a Polycom VoIP Field Verified Partner.

SNOM IP Phones

SNOM offers a range of SIP-based telephony devices. These are known for their rugged commercial grade performance, reliability and ease of interoperability. This has made SNOM the VoIP handset partner of choice for many of the industry's leading VoIP service providers, hosted VoIP, IP PBX and unified communications solution vendors.

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Communication without constraints