nextiva
SIMPLIFYING BUSINESS COMMUNICATION

Nextiva Hosted Business VoIP

With Hosted VoIP, businesses no longer need to worry about the significant cost of managing and maintaining premises communications systems. You can focus on your core business, allowing Nextiva to deliver your communications solutions. With state-of-the-art features; easy support for mobile, remote, and home employees; and built-in video, conferencing, call center, and unified messaging functionality, this solution gives your business great power and productivity across any type of phone system or location.

Overview

Nextiva provides all standard Hosted VoIP functions, plus fully integrated enhanced services, such as call centers, conferencing, voice, video, and fax mail, as well as mobile integration. All setup and configuration is easily managed through a Web Portal, enabling businesses to easily reach multiple clients distributed across the globe. With its powerful capabilities and ease of use, Nextiva Hosted VoIP empowers carriers to increase revenue and offer a more cost-effective value proposition to businesses.

Nextiva Hosted VoIP is part of Nextiva's Unified Communications solution that blends:

- Nextiva Business Telephony and Trunking features and functionality
- Nextiva integrated Call Center, Conferencing, and Messaging functionality
- Integration with IT Applications like Microsoft Outlook/OCS, IBM Sametime, and Google Apps
- Integration with Business Mobiles using Nextiva Anywhere
- Built-In Video Telephony and Video Business Services
- Integration with Enterprise Applications like CRM, ERP, and vertical apps

Hosted VoIP is the answer for your business to compete with and surpass competitors in functionality, economics, and ease of operation for your employees.

Why Hosted Business VoIP?

Nextiva Hosted VoIP enables your business to increase revenue, minimize management headaches, and deliver a feature-rich service.

| **Nextiva Anywhere™** | **Conferencing & Collaboration** | **Unified Messaging** | **Call Center** | **Front Office** |

Integrated Business Applications

Compare Hosted VoIP to Traditional Business Phone Sevice

	Hosted VoIP	Analog/Traditional
Scalability	• Essentially Unlimited	• Typically, 1-10K Users • Limited number of IP Phones
Multi-site Networking	• Uniform Dialing Plans • Full Feature Set • Centralized Management	• Hard-to-manage Dial Plans • Limited Network Features • Service Islands
Total Cost of Ownership	• Lower Cost with Outsourcing	• Higher Costs Overall: Staff & Support, Access (PRI vs. T1), Limited CPE Choices
Open and Standards	• Open and 3rd Party CPE • SIP-Based	• Limited, Closed CPE • Proprietary Content
Reliability, Resiliency, and Survival	• Carrier-grade Platforms (typically well over 5 9's) • Cost borne by Service Provider • Sun Solaris & IBM Linux mission-critical elements • Robust IP networking, including geographic redundancy	• Typically, 5 9's only by complex, expensive methods • Cost borne by Enterprise • Use of Windows and other less-hardened elements; Unix/Linux use growing. • Software reliability and churn remain an issue
Technology Risk	• Borne by Service Provider	• Borne by Enterprise
Operations and Management	• Centralized System Management • Located at CO and/or Data Center • Supports Multi-location and Multi-Tenant Usage	• Separate Management Systems • Located at Customer Site • Typically Supports Single Site, Non-networked

Advanced Reporting

Nextiva's industry-leading applications can be combined to address any enterprise configuration and all user types building a differentiated solution.

Nextiva applications are decoupled from the underlying architecture, which means total freedom to evolve the infrastructure.

Reliability: NextOS is proven software that runs on reliable, low-cost Solaris and Linux NEBS servers

Scalability: Major functions run on separate servers, which adding another server or upgrading an existing one.

Availability: Local and geographic redundancy provides zero downtime on upgrades and repairs.

Maintainability: Essential network management interfaces and tools plus end-user IP Phone configuration and with Nextiva Device Management.

Key Features

With Hosted VoIP service, your employees will experience an unparalleled set of productivity-enhancing features:

- Remote Office – Users can take their offices on the road with them
- Nextiva Anywhere – Nextiva's unified communication solution
- Selective Call Forwarding – Allows employees to decide who reaches them, at what number, and when
- Pre-integrated Services – Voice/Video/Fax mail, Call Centers, Conferencing and Personal Mobility.

A host of powerful personal as well as enterprise features provides carriers the tools they need to serve small office/home office (SOHO), medium and large enterprise markets.

Client Applications

Nextiva offers a suite of client applications that put the power of Hosted VoIP just a click away and keeps the service provider's brand name on the user's desktop.

- Nextiva Assistant-Enterprise Toolbar is a carrier-class, lightweight desktop communications management product for everyday users of Microsoft Outlook, Microsoft Internet Explorer, or Mozilla Firefox. Users can manage incoming and outgoing messages, maintain up-to-date connection information, and configure controls on calls and voice mail.

- Nextiva Receptionist is an attendant console for use by receptionists or telephone attendants who manage and screen inbound calls for enterprises.

- Nextiva Call Center Agent and Nextiva Call Center Supervisor are tightly integrated with the Nextiva Call Center service. All these elements combine to provide a Call Center solution, in which all the functionality is exposed through a compact and concise user interface.

Nextiva Office Pro

- Alternate Numbers
- Anonymous Call Rejection
- Auto Callback
- Automatic Hold/Retrieve
- Call Forwarding Always/Busy/No Answer/Not Reachable
- Call Forwarding Remote Access
- Call Forwarding Selective
- Call Notify
- Call Return
- Call Transfer
- Call Waiting
- Calling Line ID Delivery
- Connected Line Presentation
- Calling Line ID Blocking and Override
- Call Pickup
- Custom Ringback
- Distinctive/Priority Alerting
- Diversion Inhibitor
- Do Not Disturb
- Extension Dialing
- Hoteling
- In-Service Call Activation
- Last Number Redial
- Prepaid
- Push to Talk
- Remote Office
- Selective Call Acceptance
- Selective Call Rejection
- Sequential Ring
- Shared Call Appearances
- Simultaneous Ring
- Speed Dial
- Three-Way, N-Way Calling
- Two-stage Dialing
- Voice Portal Calling

Nextiva Office Enterprise

- Alternate Numbers
- Account Codes
- Authorization Codes
- Auto Attendant
- Call Centers
- Call Intercept
- Call Park and Pickup
- Calling Group ID Delivery
- Calling Plan (Incoming and Outgoing)
- Click-to-Dial Directories
- Configurable Feature Access Codes
- Hunt Groups
- Instant Group Call
- Least Cost Routing
- Loudspeaker Paging
- Nextiva Anywhere Portal
- Multi-site dialing plans
- Music on Hold
- Series Completion
- Voice/Video/Fax Mail
- Voice Virtual Private Networking