

IP PATHWAYS

**RELIABLEIT™**  
managed services



## Phone System Management

**Perfectly managed telephony keeps your operation running and your customers happy.**

### Trust IP Pathways to Keep Your Phones Ringing

If your company uses a VoIP telephone system, you know that the cost savings over traditional systems can be quickly offset by the skyrocketing costs of management, maintenance and support. That includes ensuring not only that the system is online, but that it delivers the highest Quality of Service (QoS) for your staff, partners and customers. IP Pathways brings those costs back down to earth by providing enterprise-level management services at a fraction of the cost of handling it in-house.

#### ▶ **Benefits**

#### ▶ **Select the Right Level of Support**

IP Pathways offers three tiers of support, designed to provide you with the right level of proactive, preventative and responsive phone system support. These levels range from nonstop preventative maintenance and monitoring to 24/7/365 remote and onsite support. Our performance for each level is driven by ironclad SLAs.

- ✓ Experienced Managed Services Provider
- ✓ State-of-the-art Operations Center with Cutting Edge Technology
- ✓ 24x7x365 Remote Help Desk and On-site Support
- ✓ 24x7x365 Real-Time Network Monitoring
- ✓ Experienced, Certified Technicians and Engineers
- ✓ Dedicated Account Managers
- ✓ Predictable Monthly Cost, Scalable Level of Service
- ✓ Remote Resolution of Issues more than 90% of the Time
- ✓ Easy to Understand Graphical Reporting of Performance



## Be Confident with Constant Monitoring and Support

IP Pathways monitors and manages every component of a VoIP phone system. We'll perform 24/7/365 monitoring of equipment, software and network. We'll also take on the responsibility of ensuring you reach the highest QoS of the switches and managed routers' voice components. Monitoring and support is based out of the IP Pathways VoIP Operations Center, which is fully dedicated to remote issue prevention and resolution.

## Ensure the Security of Your Phones

Once you take telephony to the Internet, you open yourself up to risks of hacking and attacks. IP Pathways will build a wall of protection against that. We'll start with a security audit to ensure your phone system has all the updated patches, software and hardware necessary to ensure basic security. We'll maintain continuity of service by handling configuration backups in case disaster strikes. We'll be constantly tracking and installing the latest updates.

## Maintenance

IP Pathways performs routine, regular remote and onsite preventative maintenance. We'll inventory your telecommunications assets to ensure service contracts are current and components are inventoried and tracked.

## Services

### Response Guarantee

100% uptime

Emergency remote response

Emergency onsite response

### Maintenance

Online case management

Phone system asset management and inventory

Major revision upgrades

VoIP network performance tuning and optimization

Warranty and service contract tracking

### Monitoring

24/7 VoIP router monitoring and alerting

24/7 switch device monitoring

24/7 VoIP reliability and QoS monitoring

Remote control enabled software

### Security

Phone system configuration backup

Phone system security and vulnerability mitigation audit remediation

Phone system security and vulnerability mitigation audit

Powered by the Best in the Business



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