AVAVoIP
VoIP Turn-key Solution

AVAVoIP is a carrier-grade VoIP turn-key solution created from ground up to meet the challenges of the today's dynamic VoIP world. The system enables service providers to gain flexibility in all areas of the billing process: pricing, rating, invoicing, settlement, balance management, reporting, revenue assurance and accounting. AVAVoIP is available as a turn-key solution (integrated with Asterisk and Yate) and as a service (as a Cloud and an On-premise solution).

Business Case

VoIP has become the chosen technology by companies who wish to minimize telephony costs, link various geographical locations, control costs, and increase the number of call services they use and offer.

Target Customers

- Companies which want to optimize long distance and international call costs
- Companies whose staff works from home or is often on the road
- Large corporations with geographically dispersed locations
- Companies who want to easily manage and offer enhanced IVR services
- Companies who want to control and secure calls within the corporation
- Companies who want to provide and control enhanced PBX features
- Companies who want to track and/or record calls of employees
- Companies who want to internally "charge" divisions for telephony services
- Service providers who want to implement hosted enterprises services

Solution

Our platform provides a unified platform for management of enterprise VoI0P - the system allows account holder to granularly manage one or multiple users and the features they have from the system. Enterprise functionalities can be configured to work individually or together to provide various enterprise services. The system offers an indispensable reporting functionality to optimize voice traffic and to track costs. Our open architecture and interoperability allows customers to choose from vast array of third party telephony VoIP PBX solutions in order to meet the requirements of their company.

Core features

- Purchase numbers, lines, and subscriptions (usage counters) per account
- Manage numerous members (office locations or individual users)
- Associate members with recurring charges from the Subscription Plan
- Members can manage their properties and see their call history
- Members can have numbers and subscriptions and make outbound calls
- Members can also use call forwarding and Voicemail
- Unified friendly user interface for managing multiple pops
- Flexible mechanism for managing long distance providers and routes
- Flexible priority routing based on: priority, cost, quality, prefix match
- Real time call authorization and call routing
- Real time call rating, costing and margin calculations
- Call failover of up to 5 best termination routes for best employee experience
- Comprehensive cost analysis reports
- Comprehensive traffic reports for assessing routes performance

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Details

SIP Trunking

The feature allows enterprises to reduce their telecommunication costs for outbound long distance/international calling by using VoIP providers instead of traditional (TDM/POTS) communication networks. In many cases it is possible for enterprises to use their existing PBX infrastructure by connecting to sip trunking provider with VoIP gateway.

VoIP Gateway is a device that converts one type of digital media like TDM voice to another type of media like VoIP. VoIP gateways are used by many businesses to convert their legacy TDM PBX voice traffic to VoIP allowing for a cost effective migration to SIP. Likewise, carriers deploy VoIP gateways in their networks to convert voice traffic to and from IP and TDM networks.

Typical scenarios include:

- Enterprises connect to SIP trunking provider by using a low cost CPE (VoIP telephony adapter) without changing their current infrastructure.
- Enterprises connect to SIP trunking provider by installing a VoIP gateway device between the customer's current PBX and the SIP trunking providers.
- Enterprises switch entirely to a VoIP PBX platform which directly connects to SIP trunking providers.
- Enterprises use SaaS PBX solutions which directly connect to SIP trunking providers.

Numbers Management

The feature is similar to the Residential Online Number but targeting enterprises. An online number is a VoIP number on which anyone can reach the enterprise from a landline or mobile phone. Enterprises purchase online numbers from the CRM Portal. AVAVoIP forwards calls to online numbers to the enterprise VoIP PBX systems, VoIP Gateway devices or CPEs. AVAVoIP allows easy bulk management of numbers.

Call Hunting/Failover

With the AVAVoIP Call Hunting and Failover solution enterprises have an increased level of flexibility as well as protection against disaster, whether from natural causes or mechanical problems like equipment failure or power outages. If one line should fail for any reason, redirecting calls through remaining available resources guarantees business continuity and recovery from the outage. The functionality allows enterprises transparently to the calling party to failover calls to alternative SIP devices or PSTN numbers. The solution allows configuration of up to 5 destination targets to be rung sequentially or simultaneously.

Management of Geographically Distributed Locations

Enterprises with geographically dispersed locations can eliminate or largely reduce telecommunications costs between those locations by using the on-net calling functionality AVAVoIP provides. Enterprises can manage locations, phone numbers and features from a single centralized portal. The functionality uses a combination of the SIP trunking, numbers management and call hunting/failover features. Enterprises can create multiple members which can call within the AVAVoIP system for free. In cases of IP connectivity failure of certain locations calls can be failed over to backup PSTN numbers.

Centralized Enterprise Call Management Tool

AVAVoIP provides a single web-based centralized Portal which allows enterprise users to manage their business telecommunications:

- Manage multiple members for business entities (e.g. locations, departments etc.)
- Purchase line ports and granularly distribute them among members.
- Purchase numbers and granularly distribute them among members.
- Manage endpoints access for devices which will connect to the system.
- Manage features such as call hunting/failover, call forwarding and voicemail.
- View online call reports.
- Download call records.

Subscription Calling

This is similar to Skype subscriptions feature and is implemented with AVAVoIP Usage Counters. Accounts select a destination to call unlimited or up to fixed limit per month at a discounted rate or at no fee. Accounts pay flat fee for the subscription. Once the fixed limit is exhausted accounts make calls based on the standard outgoing rates in the plan. Accounts can buy any number of subscription options at the same time and all subscriptions are tracked separately. Based on the subscription configurations users can carry over the unused minutes from one month to another. Subscriptions are assigned to Members.

Voice Mail

Enterprise users can purchase a Voicemail for a recurring fee. Voicemail will be charged only as recurring fee and not per voicemail. When accounts create a voicemail box they will be billed mailbox recurring charge. Enterprise accounts can access voicemail of all members via web. Enterprise members can only access voicemail via IVR access number.

Please contact us if you need more information.