



Professional Services

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Voipswitch's technical support team is comprised of highly trained and dedicated engineers devoted to delivering the highest quality professional services.

We help our customers quickly and easily deploy their VoIP services.

This includes consulting on network planning, design and implementation, to proposing policies for operation.

Maintenance and Support

The services are available for critical production issues, 24 hours a day, 7 days a week, 365 days a year. Round-the-clock access is available through Voipswitch's Customer Support Portal, e-mail or phone.

We also provide access to a knowledge database with product documentation and other articles.

The engineering staff provide resolution of issues, customer education and assistance with operations and administration tasks.



For more information please contact: sales@voipswitch.com

Training

Enroll on our training programs. Experienced instructors deliver a training session in person or remotely.

You can customize the number of hours and subjects you want to be covered during the sessions.

Voipswitch Technical Support key highlights:

- Level II technical support
- Access to support 24x7x365
- Access via Support Portal, E-mail and phone
- Collection and analysis of logs and network traces
- Issue resolution and recommendations
- Expert help for system operation
- System audits

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Monitoring – outsourced Network Operating Center

•Active monitoring of network elements and systems, notification alerts and proactive response to possible dangers, ensuring maximum VoIP service availability.

Key highlights:

- 24/7 monitoring and alerting
- Guaranteed High Availability and security of the platform
- Periodic database and configuration backup
- Abnormal traffic patterns detection
- Daily reports on usage and business operations



Outsourced Operations

Voipswitch's management services provides carriers with 24x7x365 access to a solutions expert for maintenance and administrative tasks and day-to-day network operations.

The service covers a range of tasks from provisioning the least cost routing to testing with new carriers and vendors. Additionally, Voipswitch performs maintenance checks and provides comprehensive reports on the system status and business operations.

The fully managed service also includes active monitoring of network elements, notification alerts and emergency procedures to ensure maximum availability of the platform.

Security audit

VoIP service security is one of the primary concerns of operators. We perform a comprehensive security audit of the server's operating system and other software components and configuration that may expose the entire platform to vulnerabilities. The aim of the audit is to identify the security risks, resolve them and provide a detailed report on the findings which will then help to prevent similar problems in the future.

We also provide consultancy and examine business operations that can be may pose security issues, including sensitive data handling (account credentials), fraud protection policies, access rights to key platform components etc.

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