



Voice and Collaboration Overview

Delivering superior, integrated multi-vendor, multi-location solutions, customized to the current and anticipated needs of individual clients

With a communications pedigree spanning over 30 years, SolEx understands that communication and collaboration are essential to doing effective business. Whether it's communication with customers or collaboration internally to complete a project, the need to clearly, quickly, and unambiguously exchange information is paramount. Additionally the ability to collectively work to make decisions, solve problems and share ideas, is an essential ingredient in ensuring a company not only evolves and grows, but thrives in what has become a highly competitive and dynamic marketplace. With the heightened prevalence of remote interfacing, all be it with customers or business colleagues, the need for effective communications and collaboration methods has never been greater. As business needs evolve, solutions need to evolve also, and SolEx has consequently established its Voice and Collaboration portfolio to permit a consultative approach to solving the most basic of human interactions in the most effective manner.

Hosted PBX

Offering the stability of a traditional PBX but packed with the latest innovative features to enhance enterprise wide communications and business efficiency, SolEx's hosted PBX solution is fully redundant and cloud based, and integrates its feature-rich capabilities with some of the best hardware endpoints and many of the most prevalent business



applications such as MS Outlook and Salesforce. Coupled with support for mobile clients, which allow users to appear as extensions when out of the office and fully integrate and collaborate with colleagues wherever they are located, the SolEx Hosted PBX solution offers a powerful scale-able operational expense based enterprise grade communications solution that frees capital for core business initiatives while significantly increasing productivity, effectiveness and customer satisfaction.

SIP Trunking

SolEx SIP Trunking is a cost effective dynamically configurable alternative to expensive PRI trunks and analog lines.

Deployed over your existing IP network or bundled with a SolEx networking solution, SolEx SIP trunking is offered either as a static fixed calling capacity for a given location, or dynamically configurable via the SolEx SIP trunking portal for instances where calling capacity varies over time or over particular locations. Available as either native SIP, PRI or Analog hand-off, calls may be routed based on specific business rules, DID groups, Trunk groups etc., with administrators having the ability to create and manage both active and contingency route plans within the portal, enabling changes to be implemented at a moments notice in real-time. With a demonstration platform available, the ability to burst beyond your purchased session allocation, and customization and compression tailored to your particular needs, we can set you up in minutes thus allowing you to evaluate the service for yourselves.

Toll-Free

SolEx Toll-Free service provides businesses with the ability for customers and prospects to contact them at no charge.

Continuing to be one of the most effective ways to increase the likelihood of customer engagement, the SolEx Toll-Free service is available domestically throughout the US and Canada and overseas from select countries via the SolEx International Toll Free Service.

POTs Replacement

The SolEx POTs Replacement service provides an alternative for customers utilizing Copper POTs lines for essential services such as fire alarms, elevator alarms etc. who are experiencing large price increases as a result of carriers no longer having to support traditional POTS services as per FCC Order 19-72A1. Utilizing IP technology, our solution provides the users with a copper hand-off to legacy equipment and full multi-technology backup and support for the case of power failure or outage. Providing a more cost effective solution than that afforded by traditional copper circuits, the SolEx POTS replacement product provides peace of mind for the most critical situations.



Virtual Fax

SolEx Virtual Fax eliminates the need for traditional fax machines by providing faxing capability at the desktop. While traditional T.38 faxing continues to be supported, fax clients are installed at user desktops or mobile clients from where virtual faxes can be directly sent in a similar manner to email, and inbound faxes may be received directly into the users inbox. Incorporating a multi level encryption/security system which facilitates compliance with HIPAA guidelines and requirements, the SolEx Virtual Fax solution is a scaleable, maintenance free, secure, and reliable virtual fax solution ideal for healthcare organizations.

Conferencing

Through our tenured relationships with many of the of the best conference providers in the industry, SolEx is able to offer both stand-alone and fully integrated voice, data and desktop sharing conferencing solutions to its clients. With a multitude of useful features including Roll-call, Present, Background chat, Switch Control, Record, and Playback, SolEx conferencing facilitates the ability to rapidly share thoughts and ideas, and make decisions.

Unified Communications as a Service (UCaaS)

SolEx's UCaaS offering is a cloud-based platform delivering the key communications functions of Enterprise Telephony (including mobility), Meetings (audio/video/web conferencing), Unified Messaging, Instant Messaging and Presence (personal and team), Clients - desktop clients and thin browser clients, and Communications Enabled Applications. Underpinned by a sophisticated, fully redundant, best in class platform and 24/7/365 support infrastructure, the SolEx UCaaS offering integrates all the essential facets of highly effective enterprise communications in a easily managed, consumption based, OpEx rather than CapEx model, while eliminating the need for high cost internal IT skill sets.



Contact Center

SolEx's Contact Center Solutions are true purpose-built Geo-redundant cloud-based solutions that provide advanced capabilities to help businesses increase sales, profitability and market share. A customized cloud solution that doesn't require expensive hardware, software or Capex investment, our contact center enables you to support teams with home workers, offsite employees, and staff at multiple branches to operate as an effective single unit regardless of geographic location. With sophisticated Automatic Call Distribution (ACD) functionality ensuring effective call treatment for both answered and unanswered calls, our solution can be tailored to meet your specific needs, offered on a Pay as you Go basis, and providing functionality that includes:

- Call Monitoring: Monitor agent presence and manage call activity via a user-intuitive dashboard that displays real-time status, live statistics, calls in queue, wait time, threshold alerts etc.
- Silent Monitoring: Listen in on agents interaction with customers for review purposes.
- Call Reporting: Run default and customized reports to pull on demand charts and historical reports with statistics on agent and queue activity.
- Call Barge: Join calls or barge in during silent monitoring when high-level input is needed.
- Call Control: Use Click-to-Dial and drag and drop call transfers to manipulate queued calls and lessen call wait time for an improved quality of service.



Custom is key

Each customer's needs are as unique as their business plans. At SolEx we have specialized engineering resources responsible for recommending the best solutions for your company.

Our dedicated team of Sales Engineers will work with you to utilize your current network before expanding to other options. Our deployments can run from a simple Direct Internet Access (DIA) installation, all the way up to creating a hybrid cloud that ensures that your network never hits the "public" internet. **SolEx can design solutions to optimize our services alongside critical business operations in the following industry sectors**

- Retail
- Education
- Government
- Healthcare
- Finance
- Hospitality

Channel Partners

With sterling quality customer service, client centered solutions and a US based network operations team, SolEx has been providing our channel partners with a route to accelerated revenue growth since 1999. To learn more about becoming an accredited SolEx channel partner and all the advantages we offer, please contact us at Partner@solexp.com

Why SolEx

For over 30 years SolEx has been providing best in class, forward thinking solutions to enterprise clients via its 100% partner based distribution channel. Delivering multi-vendor, multi-location customized solutions that meet needs of today and the trends of tomorrow, New York based SolEx is a customer focused, technology-centric private enterprise, serving some of the biggest and most prestigious companies in the USA and around the globe.

Voice & Collaboration

Data & Networking

Security

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