Data Sheet
Business Cloud Communications
All-Inclusive Solution: Predictable, Healthy Margins That Scale with Your Customers.

Introducing Business Cloud Communications

Alianza's Business Cloud Communications (BCC) is an all-in-one voice, communication, and collaboration solution that enables teams to talk, chat, meet, and share across their devices. BCC combines next-gen cloud PBX technology to offer a range of functionalities in 3 tiers of service. With easy-to-use applications and cloud management tools, **your customers are able to easily deploy** and scale a business communication solution to meet the needs of their organization.

BCC offers Standard, Advanced, and Professional packages to meet the needs of your business customers. Whether they simply need phone services or want to enhance communications with mobility and collaboration tools, this one solution does it all. In addition to auto-attendants, extension-to-extension dialing, customizable calling plans, and advanced call handling features, BCC also offers Cymbus™ **apps for desktop and mobile devices** for communications mobility and collaboration tools for team messaging, video conferencing, and screen sharing.

70%
of teams will rely on team communication tools by 2022.[3]

61%
of business with traditional phones systems adopt VoIP phone systems at the end of their contract.[4]

Service Provider Benefits

Customer Stickiness. All-inclusive communication suite with predictable monthly costs, easily bundled with your existing solutions.

Eliminate CAPEX. No upfront CAPEX needed with our cloud- based SaaS model.

Reduce Risk: Cloud-based solutions provide flexibility and scalability. Customers can scale seats up or down as needed.

Rapid Time to Market. Remote deployment and provisioning, regardless of your customers' location, devices, or existing infrastructure.

Streamline Operations & Management. The online Voice Portal provides a streamlined interface for your customers to manage their services, including the ability to load, configure, and manage end users.

BCC includes a dynamic full-stack communications solution that enables service providers to evolve their communications product portfolio using their existing infrastructure.

Why BCC for Service Providers?

Many customers struggle with disparate solutions, resulting in lost efficiencies and productivity that impacts their bottom line, making BCC a substantial opportunity for service providers. By utilizing the Alianza supplied Marketing Resources, service providers can **reduce customer acquisition costs, asset creation costs and increase speed to market.** In addition, Business Cloud Communications seamlessly integrates with any tech stack, allowing service providers to target a limitless range of customers.

1 **Flexible deployment and scalability** with remote provisioning, management, and the ability to add users as needed, ensuring your margins are in sync with customer growth.

2 **Tool centralization** reduces the need for service providers to adopt, pay for and support numerous communication solutions in order to offer a broader portfolio to customers.

3 **Complete OTT solution** with advanced cloud-based phone features, enabling you and your customers with speed to market for emerging technologies.

4 **Proved interoperability** allows service providers to leverage their existing tech stack to effortlessly extend and secure unified communications and collaboration services to their customers, regardless of their existing network or solution stack.

Features At A Glance

BCC includes a dynamic full-stack communications solution that enables service providers to evolve their communications product portfolio utilizing their existing infrastructure, including:

- Auto-Attendants
- Call Groups
- Call Park
- Call Queues
- Extension-to-Extension Dialing
- Find Me/Follow Me
- Microsoft Outlook & Office Integration
- Multi-Site
- Presence
- Voicemail-to-Email
- Retrieval

Immediately Enhance Your Business

- Streamline offerings with a cloud-based voice solution.
- Reduce time and effort managing customers with self-management tools.
- Future-proof your business by investing in a full-stack cloud-based communications platform.
- Improved solution flexibility and functionality that evolves with your business and customers.

Prime Opportunities for Service Providers Top VoIP Features & Benefits According to Small Businesses:[1]

57%
Remote Work

65%
Conference Calling

67%
Handling Phone Calls

Flexible, Hands-Off Deployment

The BCC is fully managed in the cloud, providing remote provisioning, deployment, and solution management. **It's simple to use, intuitive, and provides a completely hands-off experience for your customer's IT team** — meaning there's no need for service providers to coordinate multi-location deployments, giving you back valuable time to focus on internal initiatives.

No Capital Investment Required

Service providers that expand their communication solution to include a cloud-based phone and move to a full-stack cloud communications platform eliminate most of the traditional phone system hardware requirements and subsequent issues. The PBX server is maintained off-site by Alianza who also handles all the time-and knowledge-intensive system maintenance and software updates. The absence of extensive hardware demands removes any CAPEX barriers to adopting BCC, making it **far easier to sell to your customers.**
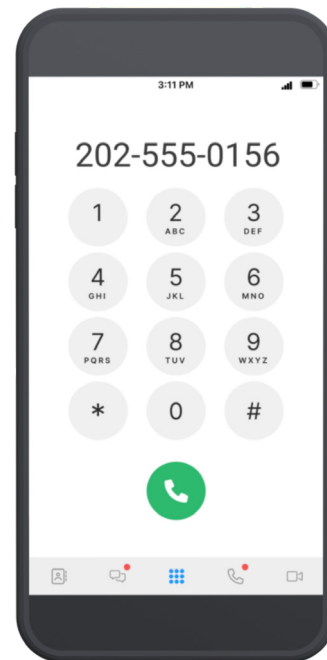
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Proven Interoperability

Future-proofing communications solutions can seem like a large undertaking, involving an in-depth understanding of a customer's current infrastructure and network capabilities while anticipating future employee and bandwidth needs. By incorporating a full-stack cloud based communication solution into your product portfolio, you can **offer an all-in-one-solution that guarantees interoperability** with existing infrastructures, accelerating the sales process.

Alianza has a proven track record of enabling businesses of all sizes to effectively communicate and collaborate from anywhere.

Collaboration: Not Your Ordinary Features

- **Video, Audio, and Web Conferencing.** Conferences support for video, audio, and screen sharing with robust host controls and external guest access.

- **Instant Messaging and Chat Rooms.** Instant messaging and presence allow users to chat and share quickly, while chat rooms with threaded communications and @mentions support team collaboration.

- **Screen Sharing and Presenting.** Screen share on demand, one-on-one, or in a group. Invite multiple people to view a screen in a virtual meeting room or a dedicated collaboration session.

Communication Opportunities for Your Customers[2]

88%
jump between apps for messaging

85%
employees use disparate solutions for conferencing

83%
use different tools for video conferencing

$38B
cost for poor communication and lost productivity

Alianza Solution Suite Features & Specifications

Admin Portal

Life Cycle Service Management

User Rights Management

Real-Time Reporting

Troubleshooting Tools

Billing Interface

Real-Time Call Rating

Call Detail Records

Reporting

Calling Plan Management

Customizable Rate Tables

Customizable Monthly Recurring Charges

Customizable Non-Recurring Charges

Account Status Management

Authorization Status Management

Billing Data Feed Management

Carrier Interface

Telephone Inventory Management: Local, Virtual, Toll-Free

Number Portability Management

Lawful Intercept Support E911 Support

Call Redundancy and Failover

Fraud Monitoring and Prevention

Integration with Wholesale Carrier Services

Device Provisioning

Auto-Provisioning of CPE Automated Device Updates

Third-Party Provisioning Support

Devices Supported*

SIP/VoIP Accounts Support Shared Devices

Soft Client Support

911 Multi-Device Support

End-User Portal

Call History

Call Handling

Voicemail

Custom Branding

Features Server

Voice Application Server

Media Server

Voicemail Server

Messaging Server

Languages Supported

English

French

Products

Business Cloud Communications

Business Lines

Business Text Messaging

Home Phone

SIP Trunking

UC Applications

VFax

Service Availability

Active-Active Architecture

Geographically Redundant Data Centers Distributed

Database with Real-Time Replication

Redundant Internet and Carrier Connections

24 x 7 x 365 Monitoring from Alianza NOC

Sesssion Border Controller

NAT Traversal Topology Hiding

Overload and DoS Attack Prevention

SIP Normalization

SIP Interconnect/Peering

Softswitch

Call Authentication

Call Processing and Routing

Call Progress Tones

Standards

SIP	SILK
REST	HTTP
H.264	G.711
G.729	VP8 XML

Let's get started! Contact us to start a conversation today.