



 **CLOUD**  
DEVICE VOICE OVER IP

**VoIP**

hosted and managed telephony

enjoy technology :)



## ARE YOU A DIAL TONE AWAY FROM DISASTER?

Is your business still using an old PBX phone system that could break down at any time? Do you know who you'll call for service or replacement parts when it does? **How long can you afford to be offline and unreachable by customers**, while you try to fix your outdated system or install a new one? Consider improving your phone system before a communications disaster strikes. Hosted VoIP (Voice Over Internet Protocol) is the telephony solution that meets today's business needs—keeping you connected with everyone, everywhere, all the time.

## UPGRADE TO CLOUD HOSTED VOIP

Give up the cost, risks and headaches of buying and managing your own phone system, and gain the competitive advantages Fortune 1000 companies enjoy by switching to Hosted VoIP. 5NINES partners with **Cisco**, the leader in network-based voice communications, to provide you with a complete IP telephony solution, hosted in our CloudCenter. Hosted VoIP lets you combine voice and data into a single managed network, so you can focus on what matters—running your business.

## ELIMINATE COMPLEXITY AND EXPENSE

Purchasing and hosting your own phone system is expensive and requires tech-savvy staff to manage it. **With Hosted VoIP, you'll enjoy:**

- **Minimal capital outlay** You buy no hardware or software
- **The latest features** and software upgrades at no additional cost
- **One flat monthly fee per user** allowing for easy budgeting
- **No risk** of technology becoming obsolete
- **Scalability** Pay only for what you need. Add lines or hardware as needed

## THE 5NINES ADVANTAGE

Why should you choose 5NINES over one of the telecom behemoths that offer hosted VoIP?

**With 5NINES, you'll enjoy:**

- **The personal, caring support** of a locally owned company
- **Peak performance** delivered to a service level agreement (SLA)
- **Feature-rich** world-class Cisco technology
- **The security and redundancy** of the 5NINES CloudCenters
- **Our wireless MicroNet** a superior, dedicated broadband connection
- **Hot failover redundancy** solutions to eliminate downtime



**YEARS**  
OF EXCELLENCE

## TODAY'S SMART BUSINESSES STAY LEAN



**5NINES Hosted VoIP** is powered by Cisco Unified Communications Manager, a proven enterprise-class IP communications system. This control platform helps you create a unified workspace that supports a full range of communications features, including business-grade voice delivered through Cisco's world-class IP phones.

### VOIP MEETS TODAY'S BUSINESS NEEDS

For today's mobile workforce, staying connected and collaborating with everyone, everywhere, all the time is an expectation. 5NINES Hosted VoIP helps you foster more efficient communications across organizations and workspaces, while allowing individual customization with features such as:

- **Mobility:** Enable employees to keep in touch seamlessly from any location with their own Direct Inbound Dial (DID) number that will ring to specified locations (work, cell, home, etc.) based on preset criteria (find-me-follow-me). Extension mobility allows you to log into any phone and use it as your own, and Softphone functionality allows you to use your computer as your phone.
- **Feature-rich, world-class Cisco IP phones:** Wide selection includes multiple line options, conference phones, wireless phones and sidecars for reception phones. Customer-centric functions include caller ID, auto-attendant and voicemail. Vibrant color liquid crystal displays (LCD) include dynamic soft keys for call features.
- **Integration with existing systems:** Analog adapters allow you to incorporate existing land-lines and security systems. You can also keep your existing local and 800 numbers.
- **Integration with Microsoft Outlook and Exchange:** Voicemail messages to email, Outlook contact pop-up when caller-id recognized, dial calls from Outlook contact.
- **Easy-to-use system and mailbox admin:** Easily change system settings and add or change phones using a Web browser.
- **Personalization:** Customize your LCD backgrounds and ringtones, at no additional charge, to create a unified corporate image or just for fun!

## SECURITY AND BUSINESS CONTINUITY

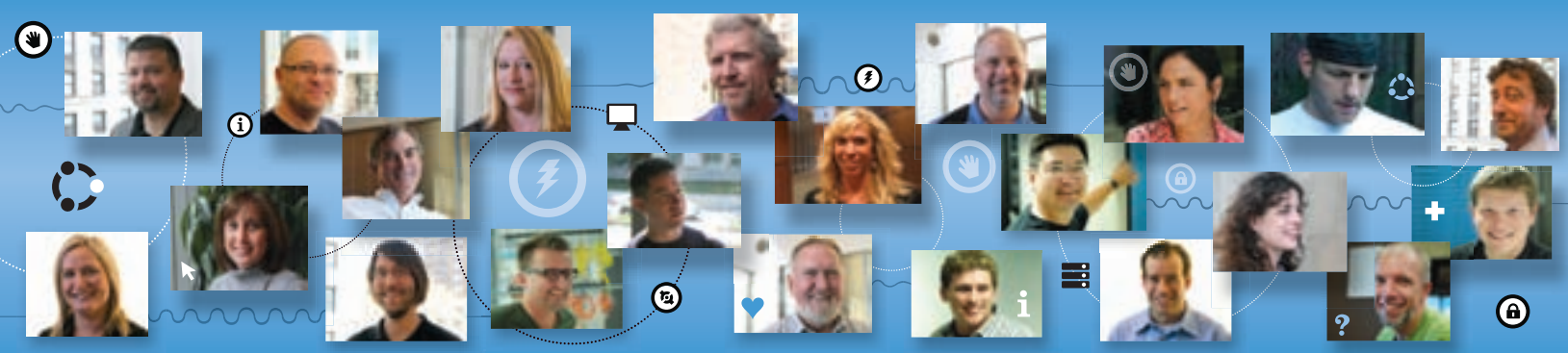
You need to be available to your customers at all times without worrying about security threats or potential disasters. With 5NINES Hosted VoIP, you can rest assured your phone system is secure in our Tier 3 CloudCenter, designed for redundancy and 99.999% uptime. Our CloudCenter is audited to the security standards developed by the global Cloud Security Alliance (CSA)—the same strict standards followed by companies like **Cisco** and **Microsoft**.

For maximum availability, we can design your VoIP system for redundancy, so that if your main connection goes down, it will failover to your secondary connection. If you don't opt for this solution and your connection goes down, calls can be routed through Cisco CallManager to another location, cell phones or other devices.

**5NINES can also work with you to develop more comprehensive business continuity and disaster recovery plans.**



## STEP UP TO 5NINES HOSTED AND MANAGED TELEPHONY



## OUR PROMISE

**5NINES is your local technology partner.** We provide innovative Cloud solutions that are driven by a custom-crafted approach. We enjoy delivering the **highest availability, adaptability** and **accountability** in the industry, and unlike the Amazons and Googles of Cloud computing, we can come to you when you need us.

- Our name is a constant reminder of our commitment to customers—our CloudCenter is designed for and continues to meet our **99.999% uptime guarantee**.
- Call us for support **24•7•365**, and you will speak to a human. Our average response to support tickets is **2-3 minutes**, and 90% of tickets are resolved the same business day.

**CLOUD**  
DEVICE VOICE OVER IP

# VoIP

Call for a free consultation:

**608.512.1000**

visit: **5NINES.com**

5NINES IIc | 222 West Washington Avenue, Suite 360 | Madison WI 53703 | 608.512.1000 | 5NINES.com

