



Most Comprehensive Video Solutions on the Market

Replicating the human dynamics of a Live Meeting



Teliris delivers cloud video managed services and products designed to drive value across its customers' video estates. Offering immersive telepresence and videoconferencing endpoints, network services, endpoint managed services, videoconferencing as a service and call production. Founded in 2001, Teliris is headquartered in New York and London with deployments and Teliris Channel Partners across the globe.

Challenge

As a result of record growth in 2009 and the expansion of their EU-based Headquarters office in London facilitated the need to have a more simple, affordable and reliable solution for communications. As a leader in their industry, they required flexibility and the most comprehensive system available. With a 24/7 call center and network operation center supporting a global client base any downtime would be unacceptable.

Solution

A multi-site solution was installed in both the US (New York and Connecticut) and in the UK. Features include easy intercontinental call transfer, interoffice dialing and a virtual network operation center with a single GUI for unifying all system instances.

Result

The installation of a geo-clustered HA system supports multiple failover scenarios in the event of any site experiencing an outage. This allows Teliris to leverage NOC personnel across the world to support their global customers. As a fully managed solution, sipIQ reduces the skills and manpower necessary to support a state-of-the-art, worldwide unified communications system.



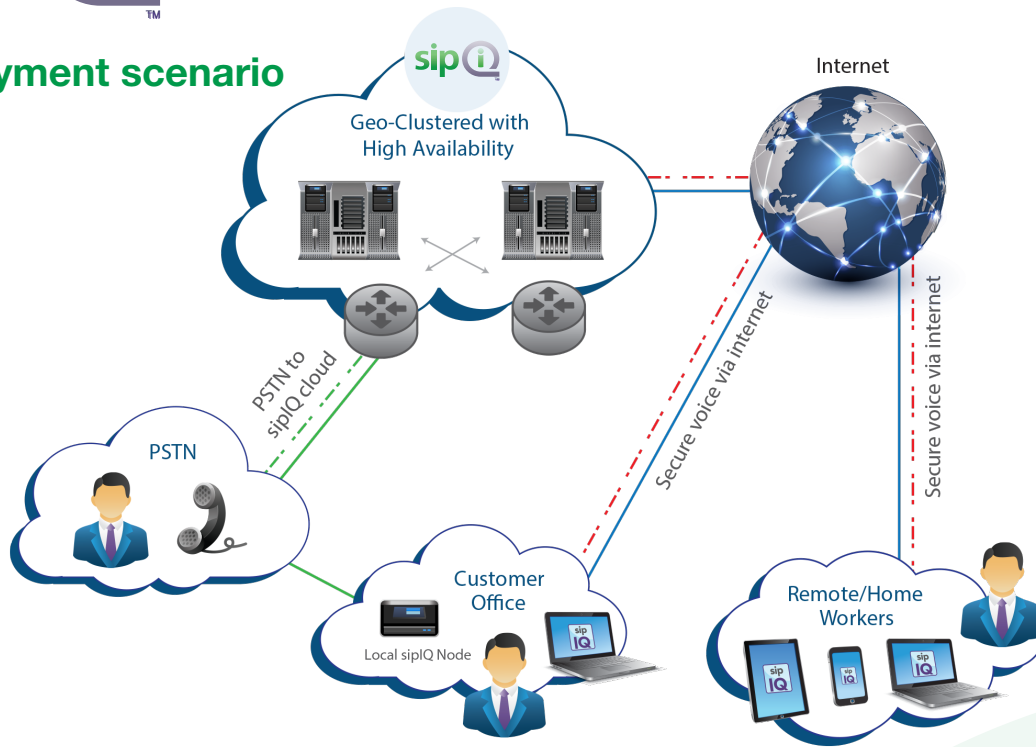
"sipIQ's IP PBX solution is super reliable, delivering great quality voice services, with cost efficient call routing and an intuitive administration portal. The sipIQ solution was installed perfectly, works globally, and has been a great success with our NOC teams and the customers we serve"

– Steven Gage CTO





deployment scenario



- Preferred carriers can automatically route calls via the sip i cloud if there is a loss of PSTN services (tele phone lines) at the customers location.
- **HOW:** With a sip i provided voice service via internet and a preferred carrier feature.
- **RESULT:** Never missing inbound calls with flexibility in choosing the delivery method in any disaster scenario.
- Customer internet connection can route calls via the sip i cloud in case of PSTN outage or local site failure.
- **HOW:** Local sip i node can automatically route calls via any available internet connection.
- **RESULT:** Users will always have the ability to make outbound calls.

Industry Solutions



Enterprise



Financial



Non-Profit



Business



Healthcare



Retail



Government



Education



Call Center

We'd love to learn more about your business or organization and talk about how our solutions can help you achieve your goals.

