# Enterprise Voice Suite

A seamless experience of global voice services to support Enterprises around the world by optimizing their assets with a comprehensive set of solutions in one product

SPARKLE

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Diagram labels: Domestic PSTNs | The World's Communication Platform | Sparkle's Backbone

Country **A**, Country **B**, Country **Z**

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SBC — SIP TRUNK MPLS

SBC — SIP TRUNK Public Internet

Costumer SBC — Costumer A

Costumer GW — Costumer B - Branch1

Costumer GW — Costumer B - Branch2
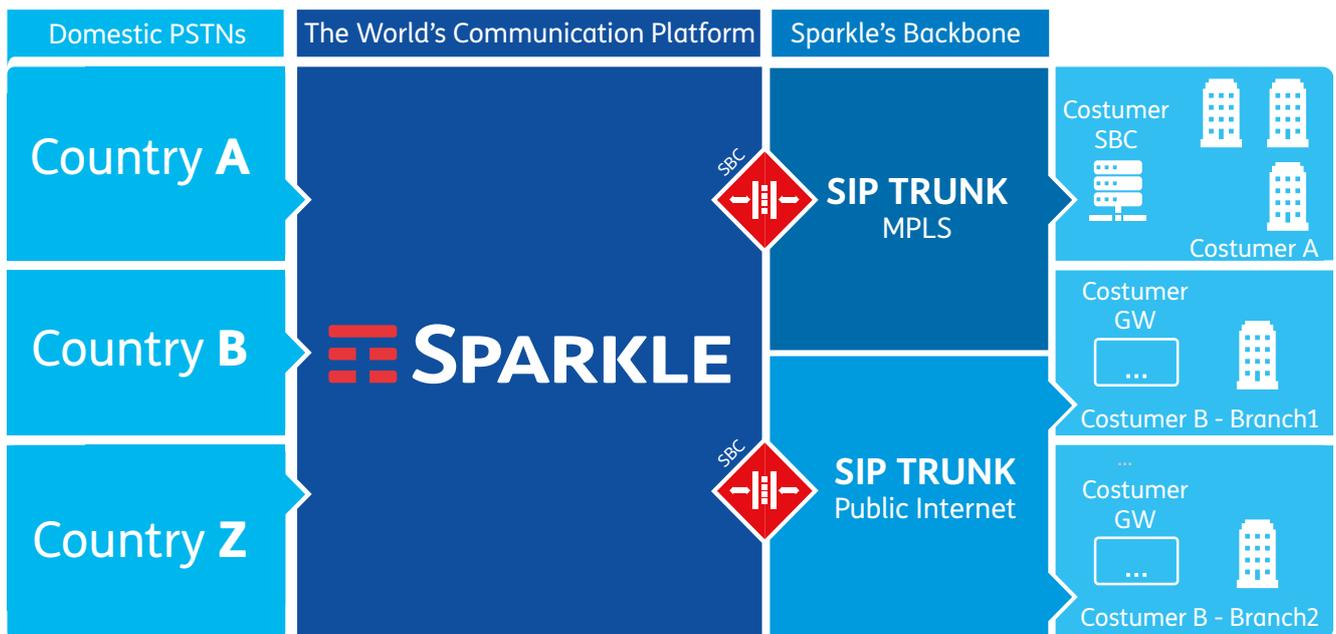
VALUE PROPOSITION

The world of Telecommunications is in constant change: new communication paradigms have come to life and new services are born accordingly, making the exchange of data and information easier thanks to a wide range of convergent tools and solutions.

If chats, collaboration applications and videoconferences are nowadays of common usage and at the same time basic for business competitiveness, voice service is still perceived as the most natural way of communication.

Voice, in fact, maintains its starring role even through the digital transformation, evolving with new interfaces for originating and receiving calls to communicate in mobility or virtualize contacts in places other than where we are effectively located.

This last evolution is becoming especially relevant as the world has taken up new communication habits and practices, like home office, leading enterprises and people to redesign their business models and magnify the concept of geographic proximity to the reference market.

In this framework, the so-called "Geonumbering" service is gaining significative space, enabling users to make and receive calls using local numbers even if they are geographically abroad, thanks to new cutting-edge VoIP technologies.

Enterprise Voice Suite is the Sparkle solution designed for offering advanced communication services for Geonumbering, integrated with enterprise telephony and collaboration systems and enriched with a complete and convergent application set for voice, with the goal to support the digital transformation of businesses.

LOCAL PRESENCE WHEREVER LOCATED

Based on Sparkle's Global Network, already interconnected with worldwide providers, Enterprise Voice Suite offers global Companies the possibility to originate and receive calls to/from abroad, using a fixed or mobile local number, provided by a sponsor domestic PSTN, as a Calling Line Identifier (CLI). VoIP calls, routed through the Sparkle high-performance global network, enable the communication with foreign clients and/or branches, using local numbers as A-Numbers to preserve the customer experience and optimize costs and resources with a centralized managed service.

Enterprise Voice Suite is set on a scalable architecture for providing multiple services that are easy to combine with each other to fulfill every need:

▸ The PSTN Replacement Engine is the core of the solution. It smartly orchestrates the usage of a local Calling Line Identifier as an A-Number based on the destination dialed, filters calls with smart rules and routes the voice traffic to and from the domestic PSTNs
▸ The Centrex module provides all the functionalities of a modern Cloud PBX
▸ Call-Center module is an add-on application dedicated to helpdesk, contact-center and communication campaigns
▸ The UCCaaS interfaces integrates with Geonumbering services in corporate communication systems, thus preserving the usage of native apps for the traditional calls
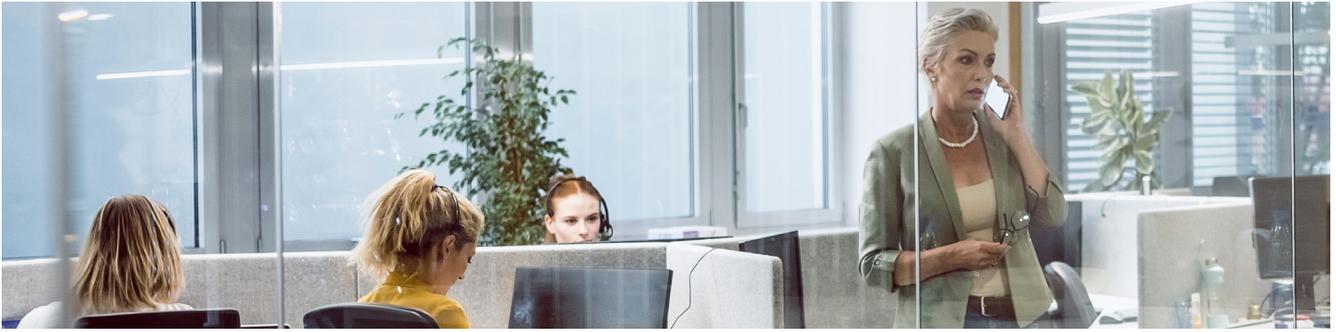
CUSTOMER BENEFITS

Leveraging on the reliability of Sparkle's Global Network and our expertise on voice transportation technologies, already in use by our clients around the globe, Enterprise Voice Suite addresses the needs of Companies with an international footprint and branches, providing a full solution for connecting their local premises to cutting-edge voice services and applications

Benefits are easily defined as follows:
▶ All-in-one product combining PSTN Replacement with VAS and Unified Communication
▶ Fixed local/national, mobile national and toll-free numbers available within a wide coverage
▶ Streamlined rate cards for national fixed/mobile destinations
▶ Traditional Centrex functionalities and Contact-Centre management provided in Cloud
▶ Interfaces for integrating 3rd Pty UCC reducing ICT costs
▶ Dashboard for near-real time monitoring of Calls and related KPI
▶ Specialists helping customers through every stage, from project development to delivery and post-sales

WHY SPARKLE

▶ Global Carrier recognized as top player for Voice transportation
▶ Support of standardized SIP Trunking technology for fast and reliable VoIP links
▶ Dedicated SBCs for Customer interconnection via Sparkle Global Network whatever their location
▶ Cutting-edge VoIP service through Carrier Grade Voice platforms, with high-quality links to Domestic PSTNs
▶ One Solution, One Provider, Multiple Services

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