



maximiser Soft PBX



SpliceCom

Britain's leading developer of telephone systems

Introduction

SpliceCom design, develop and manufacture a wide range of products, applications and solutions, offering real customer choice when meeting the voice needs of businesses with 4 to 100,000 employees.

Utilising state of the art technology SpliceCom deliver the real life benefits associated with many traditionally discrete communication components in one single, seamless system. When used in conjunction with the British company's broad range of IP Phones and Business Management applications, SpliceCom systems' integrate with your core IT applications to ensure that the right information always gets delivered to the right people at the right time.

Extending Customer Choice

maximiser Soft PBX widens customer choice further still by taking the core, field hardened DNA from SpliceCom's hardware-based, **maximiser** 5 Series Call Server, delivering it as a software-based IP PBX application. Running on a Linux operating system and either industry standard computer platforms from the likes of HP and Dell, or in a VMware virtualisation environment, **maximiser** Soft PBX enjoys all of the familiar, award-winning SpliceCom benefits; delivery of voice calls irrespective of an employees' location, the device they choose to use handle their calls with, or the IT infrastructure upon which the voice architecture is overlaid.

maximiser Soft PBX eliminates the physical and geographical limitations previously associated with telephone systems, allowing great savings to be made on administration, management and infrastructure costs, through the unification of networks. This approach allows all businesses, irrespective of size, to benefit from extended communications, and more importantly ensures your initial investment is protected by growing with you as your need for communication scales and becomes ever more demanding.

Standards Based Architecture

All SpliceCom's products and applications, including **maximiser** Soft PBX, have been developed to provide the most "Open" business telephone systems available today. This allows its advanced benefits to be delivered to all users in a consistent and identical manner, totally independent of LAN infrastructure, telephone type, computer platform & operating system, service delivery, employee location or company size. SpliceCom's system architecture embraces industry standard interfaces and protocols wherever they exist. These include;

- Underlying Operating System – Linux
- VoIP – SIP & H.323
- Interactive Voice Response – VoiceXML
- System Interaction & Configuration – HTML & PHP
- System Database – LDAP
- Unified Messaging – SMTP & IMAP
- Microsoft Windows Desktop Integration – TAPI
- Microsoft Lync/OCS 2007 R2 Gateway
- Apple Mac OS X Desktop Integration - AppleScript

SIP Protocol Support

SpliceCom's support of open standards allows SIP trunks and end user devices, or applications, to be directly connected to **maximiser** Soft PBX. This negates the need for external media gateways, Session Border Controllers or other external hardware devices

and software applications. This all-inclusive approach significantly reduces costs and eases the associated administration burden.

Legacy Support

maximiser Soft PBX is a pure IP system, yet it still offers outstanding support for legacy services and devices. Primary Rate and Basic Rate ISDN trunks can be linked via SpliceCom's Network Service Gateway, as can DPNSS. Connectivity for analogue phones is achieved via the 5330 and 5315 Phone Modules. Legacy support allows your existing investments to be re-utilised on your new system and then migrated at a pace determined by your business needs and budget – rather than those dictated to you by a supplier.

System Sizing

maximiser Soft PBX is currently available in three variants, supporting up to 40, 250 or 500 users, with a larger system due for release in 2013. **maximiser** Soft PBX offers outstanding voice connectivity/switching alongside a full range of built-in and value added features and facilities to compliment Unified Communication solutions, including; mobility, messaging, auto attendant and Interactive Voice Recognition (IVR).

Voice Connectivity

Call switching and routing, voicemail/auto attendant/IVR, SIP Proxy Server, Voice over IP (VoIP) Gateway and Gatekeeper, Apache Web Server and a Lightweight Directory Application Protocol (LDAP) database are all integrated within a single application on **maximiser** Soft PBX. This lowers operational costs, as only one server is required to run all these functions in a modern SIP environment, whilst also reducing management overheads as one unified, web-based portal is used to configure and manage the complete system.

Mobility

The way we conduct our day-to-day business has changed forever. We're no longer tied to our desks, many people spend at least some of their time, on the road, working out of another office, working at a client's or customer's premises or working at home. Modern business communications needs to change to meet the needs of these new working practices and that means not missing an important call even when you're away from your desk; be it on the other side of the office – or the other side of the world.

maximiser Soft PBX supports a wide range of SpliceCom mobility solutions to meet the ever-evolving demands of modern business including; iPCS for Smart Phones & Tablets, IP Softphones, Extension Anywhere, One Number, Hot Desking, Phone Twinning and Homeworking options.



Messaging

SpliceCom believes that messaging - in its many disparate forms - is an essential part of today's business communications. As such integral support for voicemail, email and Presence (in the form of Favourites) are all provided as standard on **maximiser Soft PBX**.

Auto Attendant & Interactive Voice Response (IVR)

maximiser Soft PBX offers an entry-level auto-attendant as standard, with more complex, multi-level auto attendant, dial by extension and IVR requirements being addressed through the use of SpliceCom's Enhanced Speech Processing (ESP) application. Deploying Auto Attendant & IVR services frees up your workforce by automating repetitive telephony tasks, for example, Speech Forms for competitions, surveys and data capture, can be set-up and deployed in this way.

Deployment Flexibility

maximiser Soft PBX provides almost un-limited flexibility and choice when it comes to deployment options. As a direct alternative to SpliceCom's modular, hardware based, 5 Series Call Servers, **maximiser Soft PBX** can be run on either standard industry server platforms, or in a virtualised server environment to fit in with your existing IT application, security and management strategies. **maximiser Soft PBX** is currently available in three variants - S8004, S8025 and S8050, supporting up to 40, 250 and 500 users respectively - allowing you to only pay for the size of system you want. A larger S8000 variant will be available in 2013. And with an easy upgrade path between the different sized systems, investment protection is catered for as well. In line with SpliceCom's 5 Series Call Servers, **maximiser Soft PBX** can be used as a standalone system for single-site use, or in combination with other **maximiser Soft PBX** platforms, or SpliceCom's Network Service Gateways, to provide one system across multiple-sites.



Business Continuity

The underlying **maximiser Soft PBX** architecture allows you to build the level of system resilience and redundancy that's appropriate to your business needs and budget. Your choice of underlying server platform can be expanded to include multiple power supplies and Raid 5 disk arrays to eliminate these potential single points of failure. SpliceCom's distributed processing architecture also means that the deployment of two **maximiser Soft PBX** Call Servers on a single site provides load sharing and dual processing resilience for up to 500 users. In a multi-site environment, deployment of additional **maximiser Soft PBX** platforms, or Network Service Gateways, on remote sites provides local SIP or ISDN breakout with full functionality site survivability in the event that the primary IP trunk between sites fails.

Web-Based Management

The scalable, distributed architecture employed by **maximiser Soft PBX** allows it to be configured, managed and administered from anywhere, via a single, platform independent, web-based portal, regardless of the number of sites and employees within your company. It's all done through a standard web browser; Internet Explorer, Mozilla Firefox, Safari, etc. Even in a system spanning multiple sites, there's no requirement for expensive, proprietary and centralised System Management stations.



Full Range of SpliceCom IP Phones & Business Management Applications

maximiser Soft PBX supports SpliceCom's full portfolio of IP Phones and Business Management Applications. From affordable entry-level phones, through IP Softphones, IP Phone applications for Smart Phones and Tablets, context-sensitive business phones to keyless touchscreen phones - there's a SpliceCom phone to suit every need and budget.

Meanwhile, the modular Vision suite of Business Management applications offers call recording, real-time and historical reporting and Call Centre solutions for **maximiser Soft PBX**. Developed in-house, Vision integrates fully with SpliceCom's software and hardware based Call Servers, significantly reducing configuration time and on-going management overheads when compared to 3rd party add-on or vendor acquired products.



About SpliceCom

SpliceCom is Britain's leading developer of Unified Communication / IP-PBX / Business Telephony systems, delivering tangible business benefits for all types of company, irrespective of size. SpliceCom's **maximiser** product family combines the delivery of voice, video, IP TV and web enabled IT applications at the desktop within a single, scalable system. All SpliceCom solutions are sold, installed and maintained by the SpliceCom Community - a group of highly trained organisations offering complementary skill sets and services.

maximiser based solutions help companies to reduce their carbon footprint by enabling daily communications, conferencing and collaboration without the need for travel. SpliceCom products comply with the directive for the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS) and the regulations for the disposal and recycling of waste electrical and electronic equipment (WEEE).



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