

# CenturyLink Managed IP Communications

Present-day flexibility, configured with technology for the future

Businesses are increasingly relying on real-time communication infrastructures and applications to increase efficiency, reduce costs, save time and become more competitive.

While Internet protocol telephony (IPT) applications have traditionally been sold individually (a very costly and complex process), CenturyLink™ is revolutionizing the sale of such applications by simplifying the entire process.

Managed IP Communications provides a single point of entry into today's convergence movement. Flexibility is important, both in configuration and design. Centralized management is advantageous—along with continuously updated technology and policies—because it frees you to focus on your business and do what you do best.

## Description

Managed IP Communications is a managed customer premises equipment (CPE)-based voice over Internet protocol (VoIP) solution with multiple service options. It offers a highly-customized solution that unifies your network into a converged platform to support voice, video and data. Through a fully-bundled IP telephony service that includes a convergence readiness assessment, Managed IP Communications provides the hardware, software, license, installation, maintenance and 24/7/365 application management and monitoring you will need. The service cost is contained in a monthly recurring charge (MRC) per managed port, eliminating the need for large, up-front capital expenditure.

## Features

- 6 components – IP private branch exchange (PBX), voicemail, switch/router, WLAN, IP call center and paging
- Powered by Cisco® Systems and includes Call Manager and Unity applications
- Remote implementation services – configuration, revision and operability assessments on edge routers, switches and servers
- Management-only service available (for existing implementations)
- 24/7/365 remote monitoring of IP Communication site components and interfaces
- Fault management services including: detection, isolation, diagnosis and remote repair
- Proactive customer notification and escalation
- Proactive management of quality of service (QoS)
- Management of moves, adds and changes (MACs) and dialing plans
- Online ticketing, inventory and performance reports
- Cisco agent deployments to enforce packet sniffers/call interception, host-based virus scanning, unauthorized access, caller identity spoofing, toll fraud, repudiation and IP spoofing

Contact your CenturyLink Representative today!



## Benefits

Managed IP Communications total solution goes beyond your expectations to deliver exceptional return on investment.

Along the way, you'll experience a range of benefits:

- Outsources the complexity of a converged environment so you can allocate resources elsewhere
- Offers a platform that is the springboard for today's convergence movement while increasing IT staff productivity
- Decreases the costs to meet current and future communications requirements as your business changes
- Offers multiple carrier and access options, not carrier dependent
- Guarantees constant state-of-the-art performance and support
- Secures connectivity

## How it works

Managed IP Communications captures the benefits of convergence by collapsing your voice and data onto a single, merged network. Telephony becomes an application on your data network. Call quality is ensured using QoS and is separated from your data traffic through a virtual LAN.

## Why CenturyLink?

- We are a recognized leader in VoIP, having deployed it to more than 250 cities nationwide
- We have built our broadband network from the ground up and have one of the largest and most advanced networks in the world
- We use state-of-the-art network technology and tools to ensure optimal network performance levels
- Our staff of highly-skilled professionals provide proactive 24/7/365 application and device monitoring to solve problems before they occur
- We have the single point of contact for all your application, network device, service and transport vendor needs

Managed IP Communications solution can help you overcome logistical barriers (time zones and geographic distance), improve your business agility, provide security across all network layers, integrate with your existing enterprise and help achieve measurable return on investment.

## Other CenturyLink products

In addition to Managed IP Communications, we offer these products:

- CenturyLink IQ™ Networking
- Integrated Access
- Hosted VoIP
- Contact Center

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