![NOVENTIQ — Global expertise, local outcomes]

Total Voice
by Noventiq

TELEPHONY – CURRENT CUSTOMERS STATUS

The number of customers moving from analog or digital telephony systems to the cloud is growing all over the world. Many customers choose MS Teams and find that they lack some features (compared to older PBXs) that they still want to use. For instance, it is important for many to maintain complete control over their telephony costs. What should you do in this situation? The simplest and most correct solution is to install TOTAL VOICE, the IP-CoSell app from Noventiq!

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CUSTOMER PROBLEMS with Legacy Phone Systems (PBX)

- High operational and maintenance costs of their current PBX service
- No expense management – Lack of the right tool
- High cost of PSTN services bill – No cost control neither in fixed cost (such as PSTN links) nor in calls
- Many providers to handle (One provider for PSTN services, one for PBX service, etc)
- PBX services separated from unified communications services
- Users working from home are not able to receive calls
- Multiple tools for the same purpose – decentralized service
- High implementation cost of new features
- No reports at any level (lack of information that helps improve the cost control and the end-user adoption level
- High expansion costs (or no possibility) to other regions

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Total Voice
by Noventiq

TOTAL VOICE
a compliment for Microsoft Teams Phone System

TotalVoice
by NOVENTIQ

Total Voice is a SaaS application that lets you migrate your legacy, on-premises phone system to a cloud-hosted PBX powered by Microsoft Teams. With its web-based management console, Total Voice makes it easier than ever to manage and provision your phone system in the Cloud, making Microsoft Teams your sole platform for unified communications and collaboration
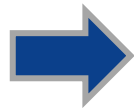
| TOTAL VOICE | BILLING 1 | ADOPTING 2 | CALLING 3 | ENGAGING 4 | AZURE MARKET PLACE |

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Transform your legacy phone system with Total Voice

Total Voice helps you migrate your phone system to the Cloud and run a full featured Cloud Phone System powered by Microsoft Teams
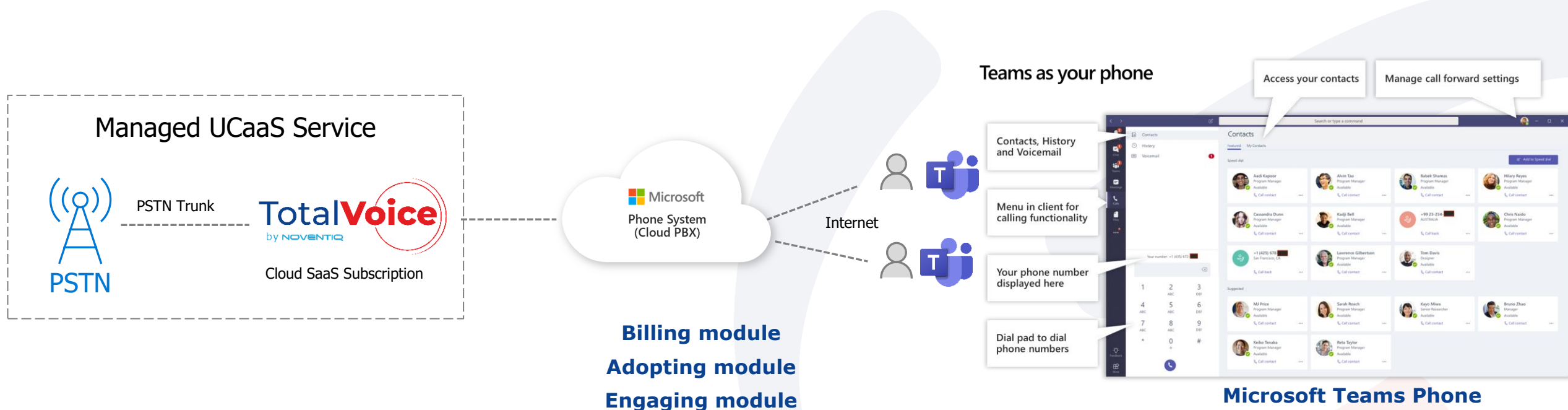

Total**Voice**
by NOVENTIQ

From this...

...to this

✅ Reduce management costs of on-prem PBX system

✅ Manage and operate your Teams phone system in the Cloud

✅ Track and analyze your phone billing costs

✅ Have a single platform for collaboration and communication

✅ Increase Teams adoption across your organization

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TOTAL VOICE

Enables domestic and international inbound/outbound calling from Microsoft Teams

TotalVoice by NOVENTIQ

Managed UCaaS Service

PSTN

PSTN Trunk

TotalVoice by NOVENTIQ

Cloud SaaS Subscription

Microsoft
Phone System
(Cloud PBX)

Internet

Billing module
Adopting module
Engaging module

Teams as your phone

Access your contacts

Manage call forward settings

Contacts, History and Voicemail

Menu in client for calling functionality

Your phone number displayed here

Dial pad to dial phone numbers

Microsoft Teams Phone

100% Cloud Services

TOTAL VOICE CALLING is integrated directly to your Microsoft Teams PBX

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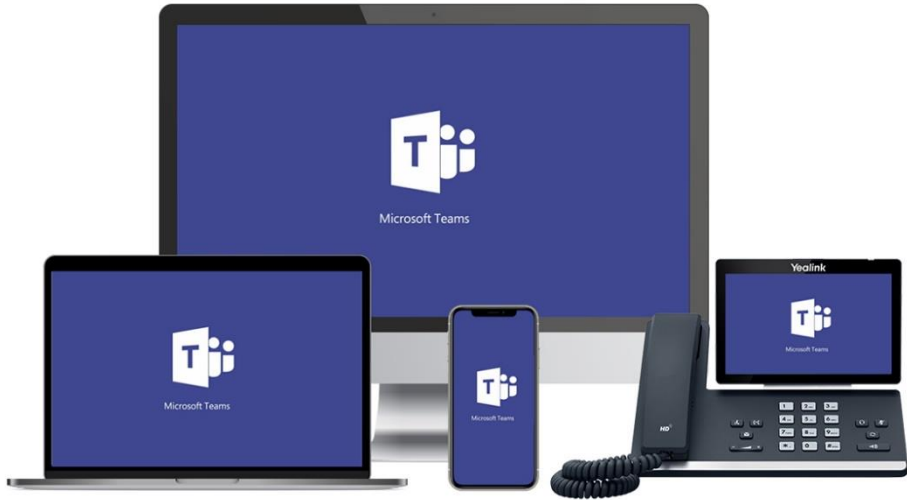
+ **TotalVoice**
by NOVENTIQ

Total Voice is the ideal solution for moving your telephony to Microsoft Teams if your company has:

- Microsoft 365 E5 or another Microsoft 365 plan with Teams Phone System license
- Call center operations (inbound calls)
- A legacy PBX with more than 5 years of deprecation or with PBX contracts about to expire.
- Worldwide, regional, or multiple local branch offices (located in different cities).
- Many PSTN service contracts.
- A need to migrate all IT services to the Cloud including on-premises phone system (PBX)

Who is it for?

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TOTAL VOICE Advantages

TotalVoice
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NO MAINTENANCE

SaaS – Noventiq ensures always the product is up-to-date with **security** standards and latest features

EASY SETUP

Cloud-to-Cloud integration (Total Voice <-> Customer Office 365)

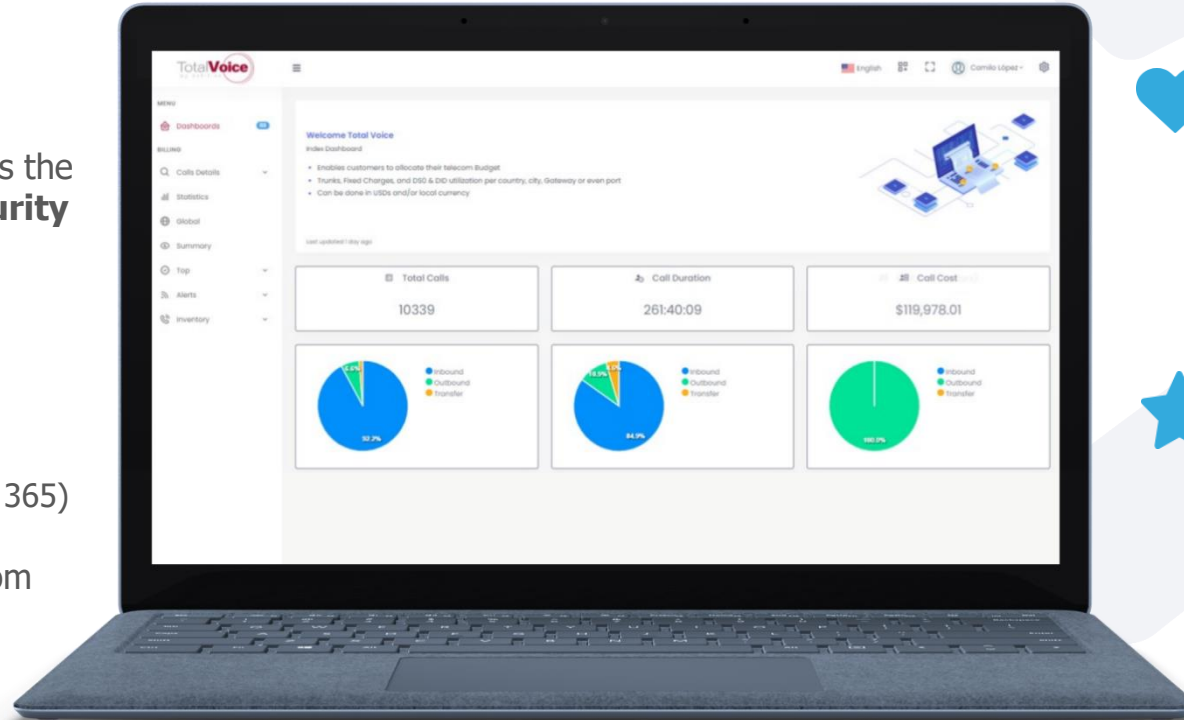Information is taken directly from customer Microsoft 365 service

CLOUD

100% Cloud, 7x24 Support, available worlwide, customer do not need to use their own Azure susbcriptions to get the service

FLEXIBLE

The customer can contract as many modules as they need, there is no mínimum, there is no limit

USER-FRIENDLY

Do complex tasks with few mouse clicks using a simple to use web-based interface

ADVANCED REPORTS

From a collaboration-based service to complex Microsoft Teams-based call center environments, Total Voice has designed reports that fit the most common customer needs

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TOTAL VOICE: Consists of Four modules

TotalVoice
by NOVENTIQ

01 BILLING
- TEAMS Extension Categories
- Corporate Telco Budgets
- Bags of Minutes/Money per user
- Cost Center Allocation
- Automated Reports
- Carrier/Trunks Analysis
- Minute Consumption Optimization

02 ADOPTING
- TEAMS Adoption
- Intentional Actions
- Differentiated Base lines
- Reporting
- Auditing
- Storage
- Devices

03 CALLING
- Microsoft TEAMS PSTN full activation.
- Inbound DIDs Globally available.
- Outbound Traffic to all the world.
- DIDs / DS0s worldwide.
- 01800s per country
- WEB RTC
- Minutes & Seconds

04 ENGAGING
- Information directly from Microsoft Teams Attendants and Queues
- AA and Queues Reporting in Real time
- Inbound call center operation
- Web RTC
- Compliance Recording

BILLING | **ADOPTING**
CALLING | **ENGAGING**

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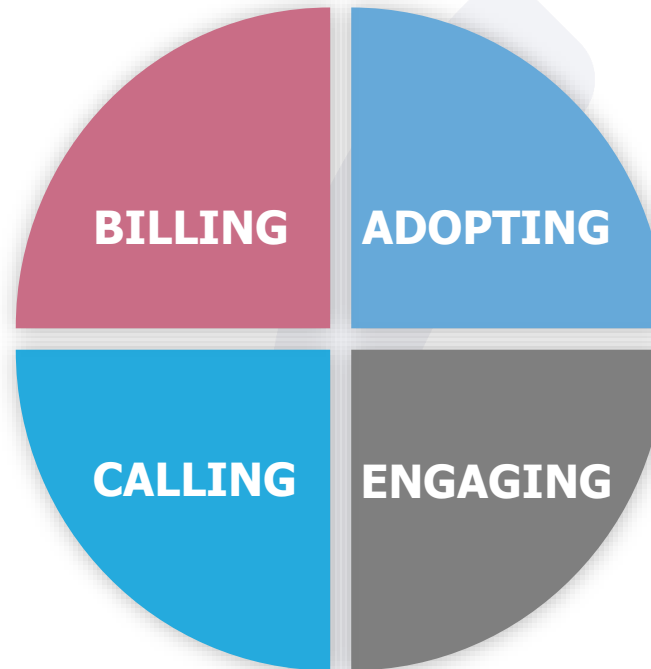
1. Total Voice Billing

TOTAL VOICE Billing

BILLING 01

Migrate your traditional phone lines to Microsoft TEAMS Phone System without losing control and track of your telephony costs. TOTAL VOICE BILLING enables your business to move forward with the local, regional, or even global billing processes that are traditionally required when operating a voice network.

That way, your company can operate its geographically dispersed voice network with any combination of trunks that can range from analog lines, BRIs, PRIs, SIP trunks, T1s, J1s, E1s or even Microsoft calling plans in the cloud of Office 365.

BILLING: Global Menu

Because Total Voice is a Web-based application,, You just need a browser (Chrome, Mozilla, Edge) to access it. There are the four modules, the first one is Billing

INDEX

DASHBOARD

- Calls details
- Statistics
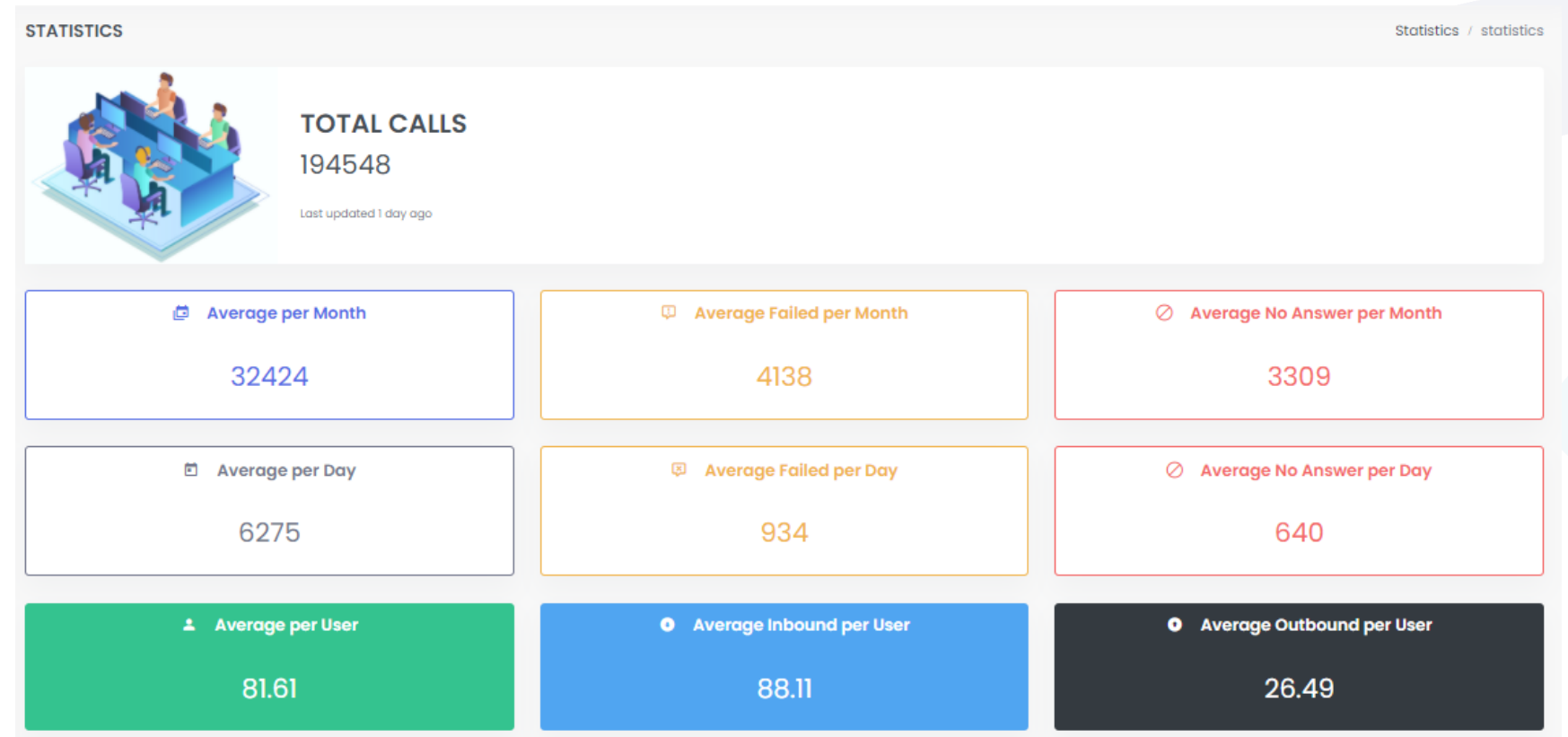- Global
- Summary
- Top
- Alerts
- Inventory

NOVENTIQ
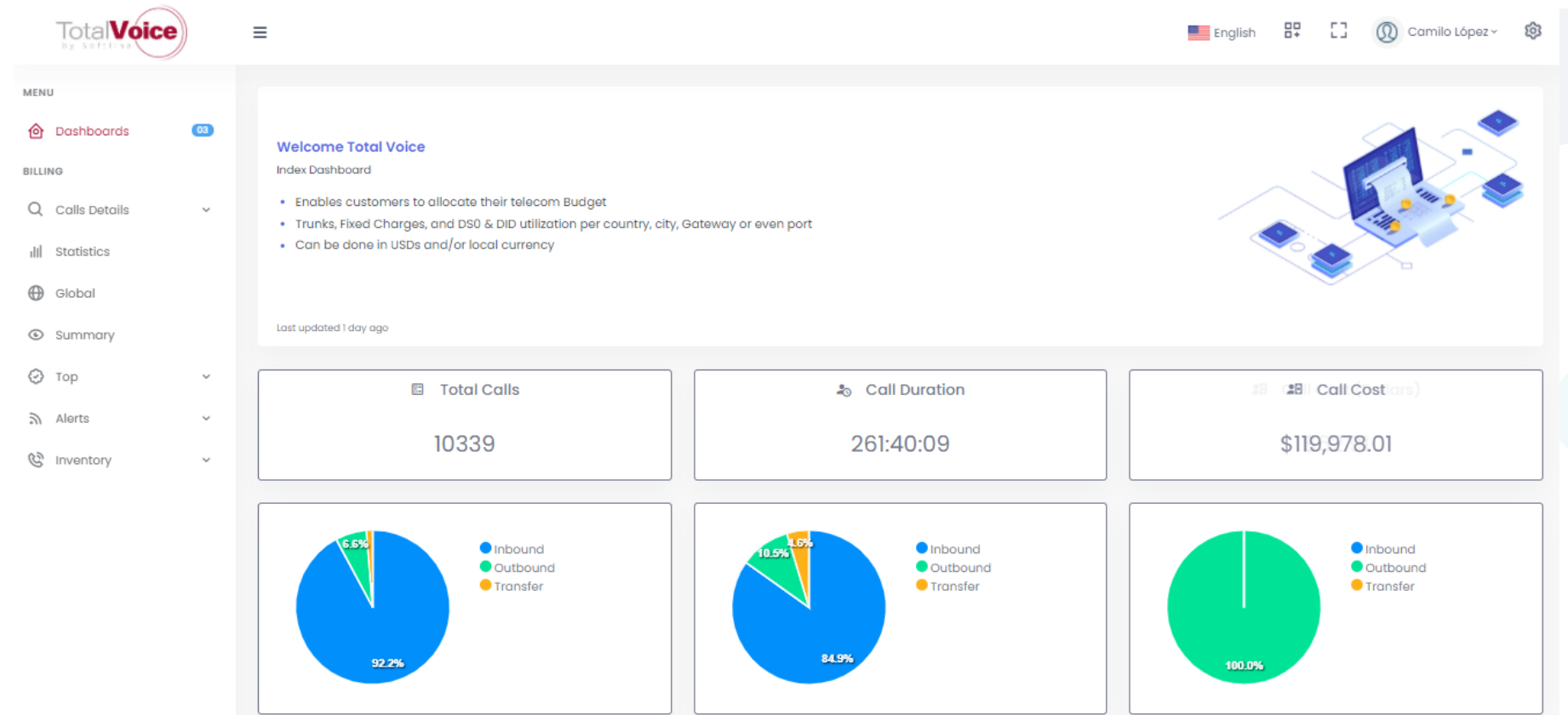
BILLING: STATISTICS

AVERAGE STATISTICS

- Daily
- Monthly
- Inbound
- Outbound
- Failed per day
- Falied per Month
- Non-Answered x day
- Non-Answered x month

Once logged into Total Voice, you have access to the global statistics with the main information for each category.

STATISTICS   Statistics / statistics

TOTAL CALLS
194548

Last updated 1 day ago

Average per Month	Average Failed per Month	Average No Answer per Month
32424	4138	3309

Average per Day	Average Failed per Day	Average No Answer per Day
6275	934	640

Average per User	Average Inbound per User	Average Outbound per User
81.61	88.11	26.49

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BILLING: Global Reports

CALLS AVERAGES

- Total Inbound Calls per year.
- Total No-Anwerred Calls per year.
- Total Outbound Calls per year.
- Total Failed Calls per year.
- Tenant Total Voice Monthly Cost
- Tenant Total Voice Monthly Calls

The global views provide, at a glance, the four most common types of traffic into the voice network, the customer is able to download this data per period previously defined
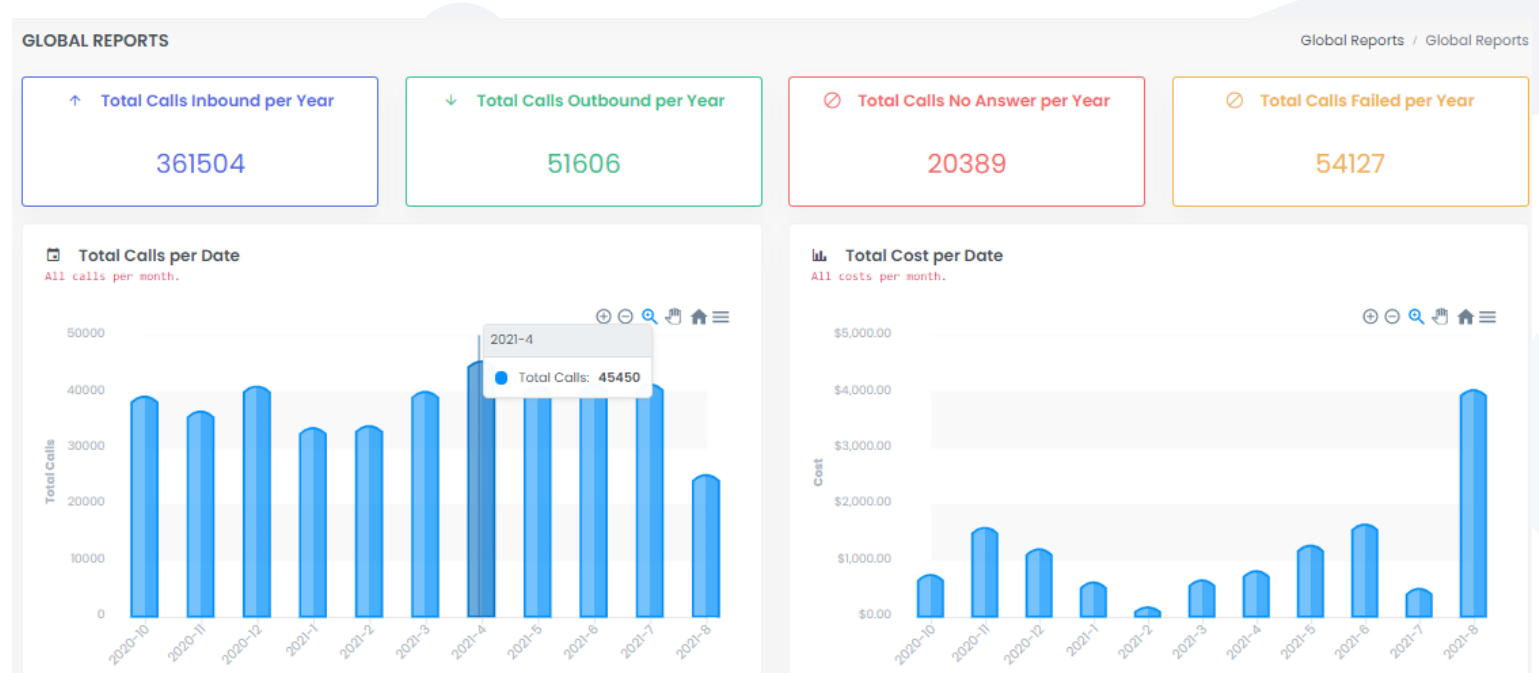
BILLING: Alerts

ALERTS:

- Summary Alerts
- Alerts per Cost Center
- Alerts per User
- Alerts per hours of usage
- Bags of Minutes
- Bags of Money
- Filter by day/week/month
- Filter by quarter/year

You can set up threshold depending on pre-defined variables. In this case, It is possible to define the most expensive calls to be marked in red, indicating those calls are expensive for the company.

These features gives the administrator the option for planning and controlling the monthly expenses of the voice service

ExtensionName ⬍	Cost ⬍
575599	6325
575598	5578
575597	1624
porteria mulalo	1244
571801	1193
Soporte5555@TERPELCOL.onmicrosoft.com	1102
Queue PA1	1066
Attendant.PA@TERPELCOL.onmicrosoft.com	941
Leidy.Gonzalez@terpel.com	721
diego.vega@terpel.com	701

1,834 total |◀ ◀ **1** 2 3 4 5 ▶ ▶|

Higher 60 Seconds

125600

Porcent Higher 60 sec
30

Higher 120 Seconds

63914

Porcent Higher 120 sec
15

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BILLING: Inventory Management

Track the utilization of:

- SIP Trunks
- E1s
- J1s
- T1s
- Analog Lines
- BRIs
- PRIs

No matter what type of PSTN lines you have, such as TDM, analog, or SIP trunks, It is possible to monitor the concurrent amount of channels that have been used at any moment of the day. This report also offers the option of controlling the use of the DIDs that you have acquired.
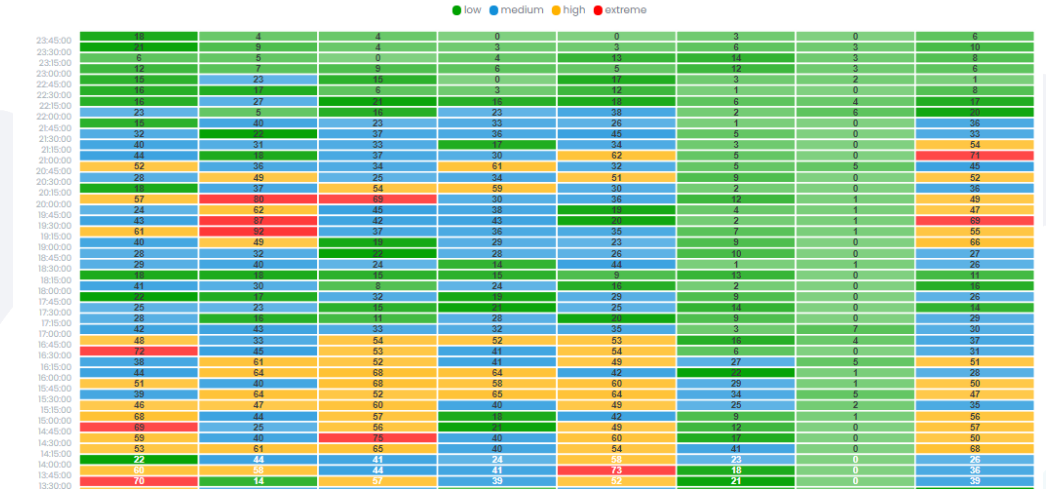
Track the costs by:

- Type of Trunk
- Carrier Utilization
- Cost per Carriers
- Global Analysis per Carrier
- Expenses per trunk

Multiple carriers? That is not a problema! You can analyze which Carrier has been the most used in a certain period of time.

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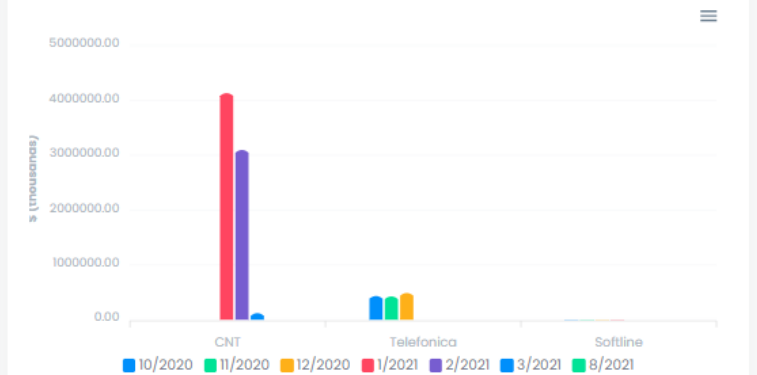
BILLING: Summary Reports

Filter your summary reports by:

- Areas
- Divisions
- Cost Centers
- Users
- Origins
- Destinations
- Inbound/Outbound
- Expense Location

Total Calls per Type Origin
Description All the information of the total calls per type origin.
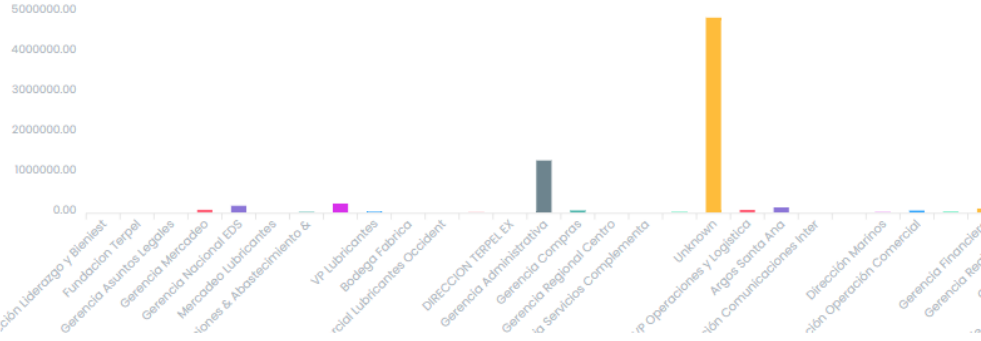
- Inbound
- Transfer
- Unknown
- Outbound
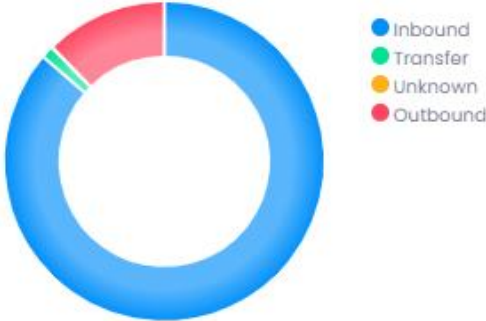
Total Calls per Provider
All the information of the total calls per provider.
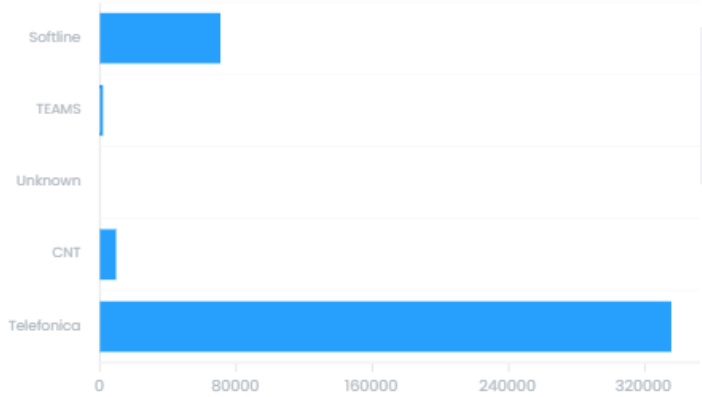
SUMMARY

Total Cost per Area
Description All cost per Area.

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BILLING: Top Consumption Reports

Examples:
- TOP Most Expensive Calls
- TOP Most Long Calls
- TOP Most Used Users
- TOP Most Non Used Users
- TOP Incoming/Outgoing (failed)
- TOP Dialed Numbers
- TOP Errors

In order to optimize the traffic and monthly costs, It is important to determine which calls (destinations) are the most expensive. This report provides that information for each category shown above.
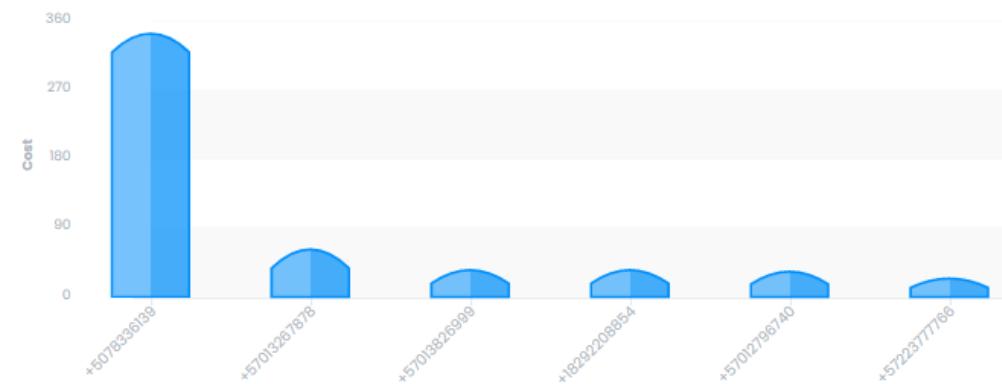

Top Expensive Calls
Top 10 of the most expensive calls in the last month.
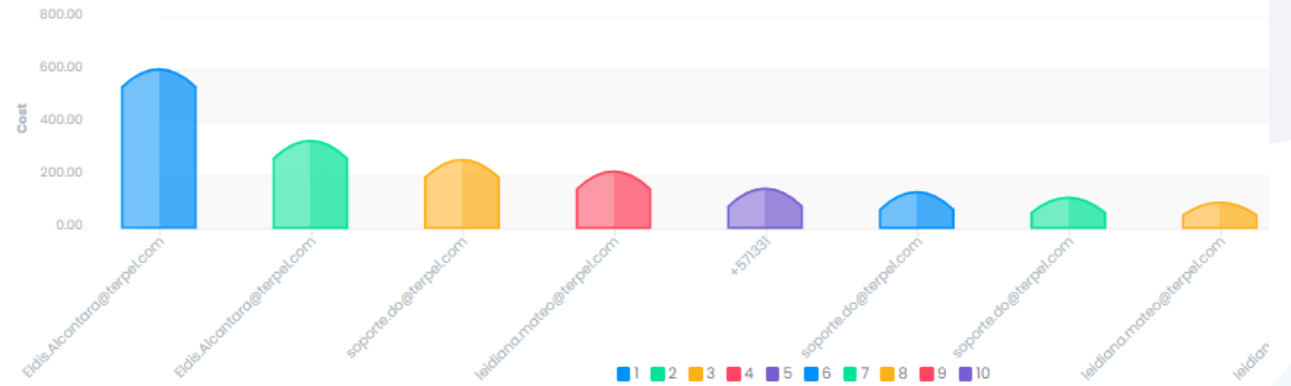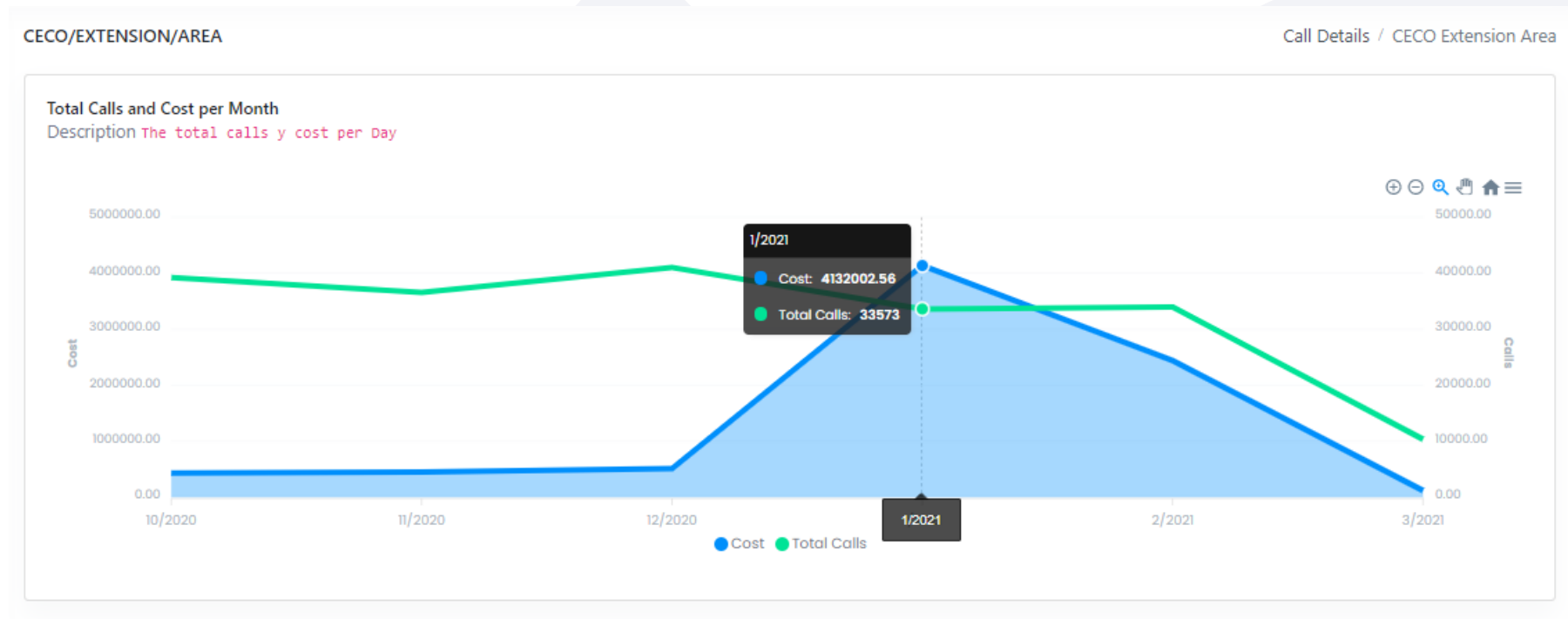

Top Dialed Numbers
Top 10 of the most dialed numbers in the last month.

BILLING: DETAILED REPORTS

By:
- Area
- Division
- Cost Center
- User
- Provider
- Country
- Trunk

CECO/EXTENSION/AREA

Call Details / CECO Extension Area

Total Calls and Cost per Month
Description The total calls y cost per Day

1/2021
Cost: 4132002.56
Total Calls: 33573

Cost — Total Calls

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2. Total Voice Adopting

TOTAL VOICE Adopting

02

ADOPTING

Are users using the tools that the company is paying for?

Our TOTAL VOICE ADOPTING module enables your administrator to gather the most important information regarding the Teams adoption level the company has. In only one centralized platform, the administrator will be able to see adoption reports on services such as:

- TEAMS Adoption
  - Teams
  - Channels
  - Apps and tools
- Differentiated Base lines
- Reporting
- Auditing
- Storage
- Devices

These reports/services make easier to the company to control how the Teams services have been used during certain period and determine what the best approach is to help the end users use the tools they already have.

ADOPTING: Home Page

Easy to access, Easy to manage

Total Voice adopting has its own panel into the Total Voice web-based service, to access it: Click on "ADOPTING" at left of the screen and then choose one of the options to see the reports available for this service: "Administration" or "usage"

ADOPTING: Device Usage Report

Device Usage report offers a 360° view that allows the administrators to see which devices have been used the most. It also helps answer the following question:
- Have users been using personal devices to carry out their works?
- Are those devices allowed by the company?
- Is it the best practice to use them?

DAILY ACTIVE DEVICES   Daily Summary / Daily Active Devices

Report Refresh Date	Web	Windows Phone	Android Phone	IOs	Mac	Windows	Report Period
Mar 7, 2021	133	0	1277	554	26	2401	7
Apr 11, 2021	112	0	1257	559	27	2422	7
Apr 12, 2021	120	0	1249	557	26	2416	7
Apr 13, 2021	131	0	1269	556	28	2428	7
Apr 13, 2021	131	0	1269	556	28	2428	7
Aug 8, 2021	125	0	1300	572	25	2309	7

Sidebar:
- Inventory
- ADOPTING
- Administration
- Usage
  - User Activites
  - Inactive Users
  - Daily Summary
    - Daily Active Devices
    - Daily Activities
    - Daily Active Users by Activities
  - Device Usage
  - Storage

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3. Total Voice Calling

TOTAL VOICE Calling

03

CALLING

TOTAL VOICE CALLING enables your business to migrate your PBX to the cloud in only three-steps:

1. Select a number (global availability)
2. Acquire it.
3. Use it.

TOTAL VOICE CALLING is integrated directly to your Microsoft Teams PBX, Noventiq, acting as a VNO (Virtual Network operator) offers its calling plans worldwide, and where possible, even unlimited calls to the most common destinations or the option of porting the customer phone number to our cloud-based PSTN service. (subject to availability per country).

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How it works

Select your number
In the Total Voice portal, the customers can choose among a list of options (local or international) the number they want to acquire*

Acquire
Once selected, Noventiq will be in charge to interconnect the phone number to the customers Microsoft Teams PBX system

Use
Integrated to the customer PBX, it is only a matter of using it for making and receiving calls worldwide
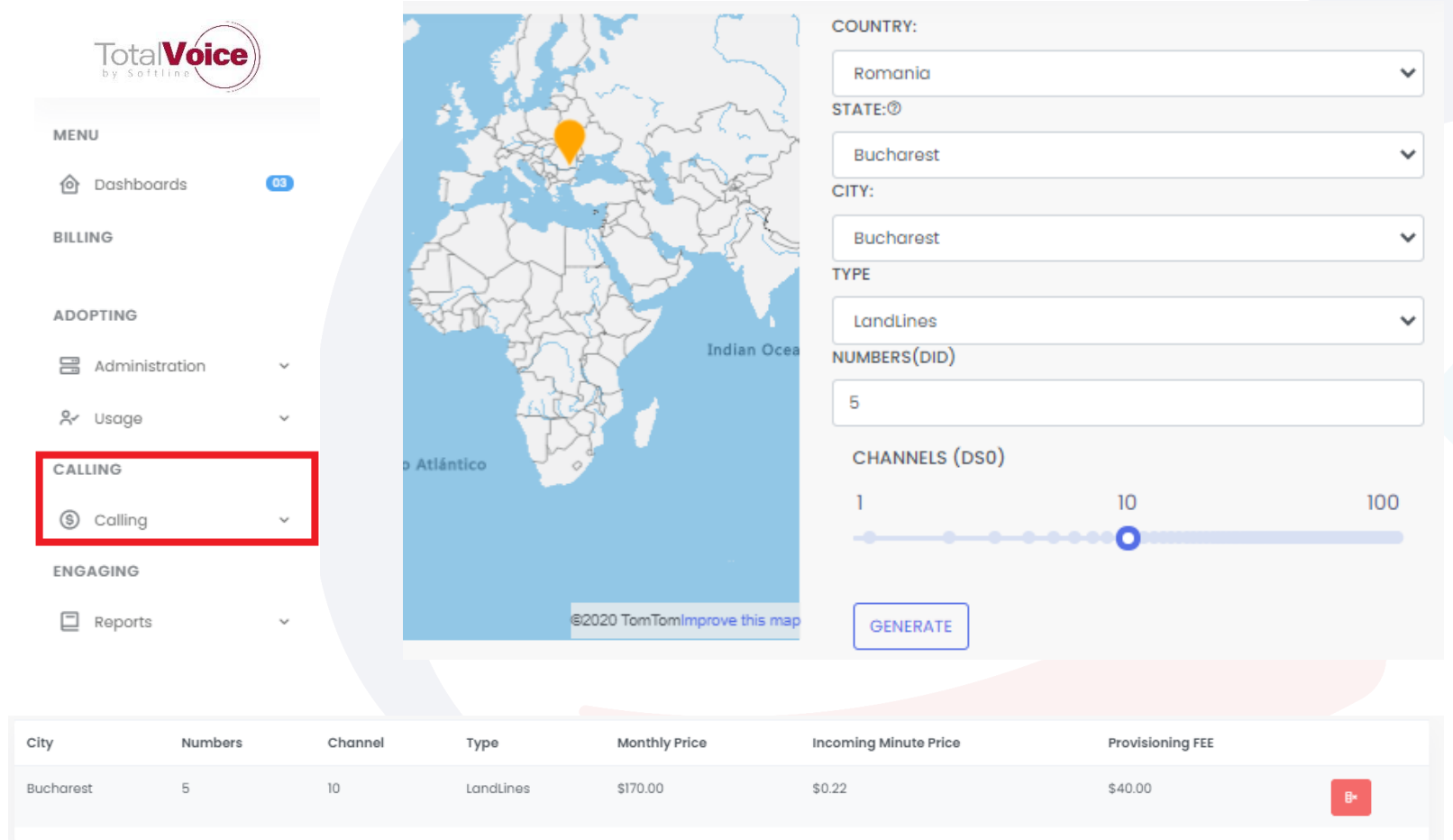
Porting number where possible

LEGEND: ☐ Direct Routing   📍 Toital Voice Calling

Available in each country where Noventiq has local offices

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First step:

1.Select your number

It is a straightforward process, when into the service, the customer only has to follow the steps shown below:

1. Click on Calling Module
2. Select the country
3. Select the state
4. Select the city
5. Select the type:
   1. Toll free: billed for all arriving calls instead of incurring charges to the originating telephone subscriber
   2. Landline: regular phone number
6. Select the quantity of DID (direct number) to hired
7. Select the quantity of DSO (channels) to hired
8. Click on "generate"
9. Finally, accept the terms and conditions and click on "generate request" to finish the transaction

That is all!

City	Numbers	Channel	Type	Monthly Price	Incoming Minute Price	Provisioning FEE	
Bucharest	5	10	LandLines	$170.00	$0.22	$40.00	

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Second step:

PLEASE AGREE TO THE EMAIL TO WHICH THE REQUEST WILL BE CONFIRMED   ×

camilo.lopez@softline.com

CONFIRM

Request Generated

THE REQUEST WAS RECEIVED WITH THE ID 1075

OK

2. Acquire

Once selected, accept the "terms and conditions" and click on "generate request" to finish the transaction.

Finally, the customers confirms the number where they want to be notified.

Noventiq informs when the number is ready to be interconnected to the Microsoft PBX.

¡That is all!

Third step:

3. Use

Integrated to the customer PBX, it is only a matter of using the services for making and receiving calls worldwide*

Managed Service

TotalVoice
by NOVENTIQ

PSTN

Noventiq

Microsoft
Phone System
(Cloud PBX)

Microsoft Teams as a PBX

Microsoft Teams

* Depends on what service level has the customer hired

4. Total Voice Engaging

TOTAL VOICE Engaging

ENGAGING

04

The perfect tool to leverage the voice capabilities from Microsoft Teams as a PBX.

The main idea of TOTAL VOICE ENGAGING module is providing the following three reports:

1. Auto Attendant – showing analytics for calls coming into your Auto Attendants.
2. Call Queue – showing analytics for calls coming into your Call Queues.
3. Agent Timeline – showing a timeline view of agents being active in Call Queue calls.

These reports use data from the Call Quality Dashboard data store and allow organizations to report on the number of calls being processed by auto attendants and call queues as well agent performance in the call queues.

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AUTO ATTENDANTS (AA)

Auto attendants can be used to let external and internal callers move through a menu system to locate and place or transfer calls to company users or departments in your organization.

An auto attendant is a series of voice prompts or audio files that callers hear instead of a human operator when they call an organization.

When people call a number associated with an auto attendant, their choices can redirect the call to a user or locate someone in your organization and then connect to that user. They can express their choices and interact with the menu system by using a phone keypad (DTMF) or speech recognition.

Microsoft Teams Auto Attendants

PSTN

Caller selects either an option or dial the extension number to connect to the end-user

1.Finance

2. IT

3.Operator
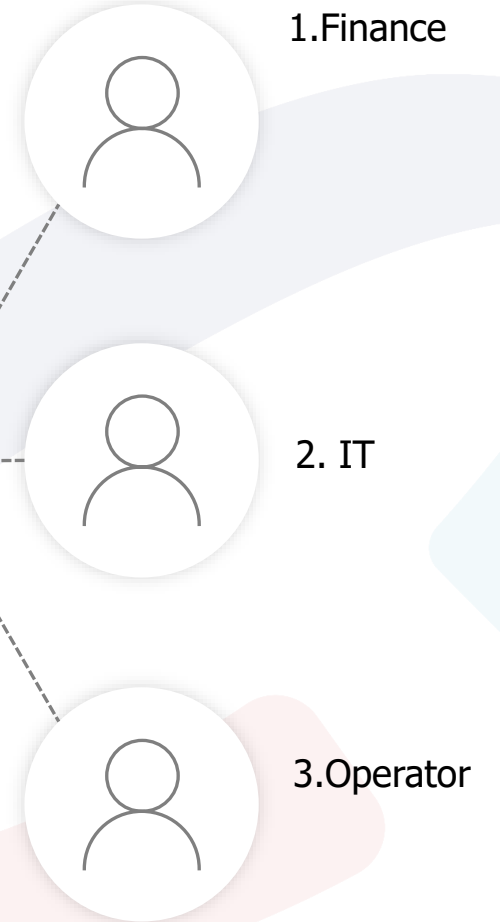
CALL QUEUES

Microsoft Teams Auto Attendants

Once the caller selects an option, the call can be routed to the Queue where a group of agents will answer according to the "call distribution" selected for each queue

Finance Queue

Agent 1

Agent 2

Agent 3

Microsoft Teams call queues

IT Queue

Agent 1
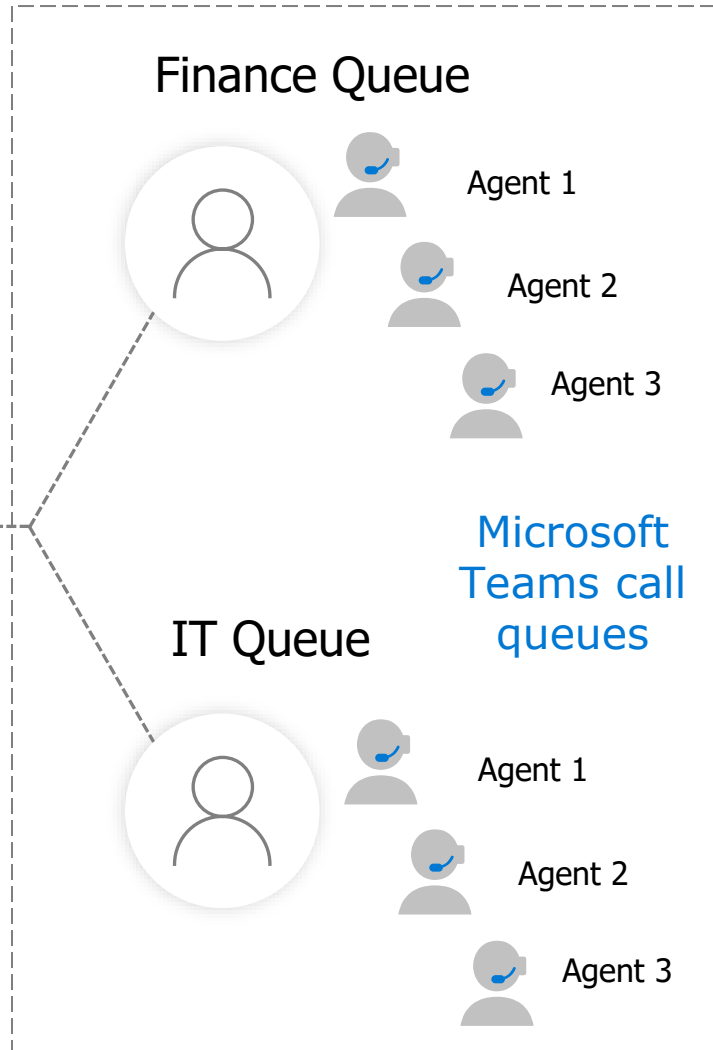
Agent 2

Agent 3

Cloud call queues are a service that plays a voice greeting message to customer calls before placing them in a queue while searching among a pre-defined set of agents to answer these calls.

Cloud call queues can provide:

- A greeting message.
- Music while people are waiting on hold.
- Redirecting of calls to call agents inmail-enabled distribution lists and security groups.
- Settings different parameters such as queue maximum size, timeout, and call handling options.
- Call routing - in First In, First Out (FIFO) order – to agents

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Engaging: Reports

Auto Attendants & Queues

- AACallerActionCount: # of action selected by user in AA during the call
- TotalCallCount: # of calls
- Incoming call source: Distribution of call by Internal/ External call source
- Call result: Distribution of call by final call state
- Timeout/Overflow call total action: Distribution of NOT forwarded(abandoned) call by call result
- Abandoned calls ratio: Ratio of successful to abandoned call count

Agent timeline

- # calls by agent: Distribution of call by call queue and agent
- Total call duration (seconds) by agent and Call Queue:
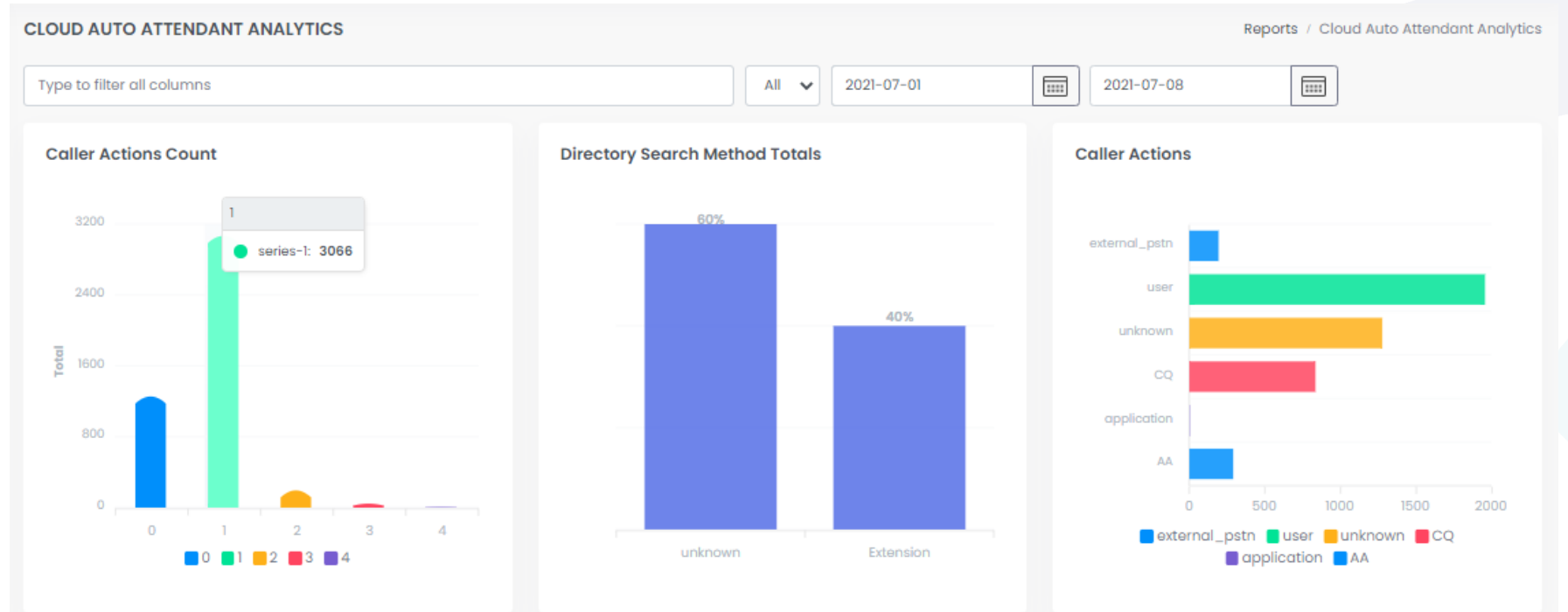- Average call duration (seconds) by agent name

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ENGAGING: AUTO ATTENDANT VIEW

AUTO ATTENDANT VIEW: DETAILED REPORTS
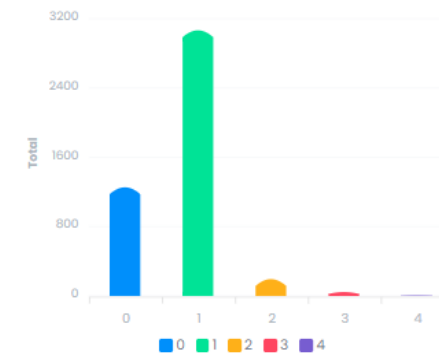

CALLER ACTIONS COUNT

Imagine you have a menu with 5 options, this reports allows the administrator to:

- Determine how many calls has the company receive in a period (once the filter has been applied).
- Review what the behaviour is once the users are into the menú, and which menú option is the most selected.

DETAILED INFORMATION

In this report the administrator can see:

- Call start and end times
- Caller ID
- From (PSTN or internal)
- Action (transfer to an option or a user)
- Call duration

NOVENTIQ
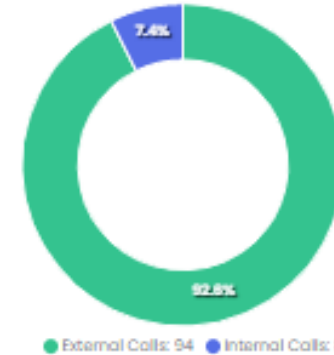
Global expertise, local outcomes

AUTO ATTENDANT VIEW: DETAILED REPORTS

INCOMING CALL SOURCE

Distribution of answered calls depending on the origin
- **External call origin:** Calls coming from the PSTN network
- **Internal call origin:** Calls from users who have communicated with the queue through the Microsoft teams client
- The number of calls is the parameter that is considered to determine the origin of the communications towards the queue

CALL RESULTS

- Depending on which and how many options the customer has configued, is it posible to review to what destinations the calls have been routed
- Whether options or extensión numbers, this report allows to the administrator to review in detail what percentage (or quantity) of calls have been transfered to the respectives options or users into the organization

Incoming call source

7.4%

92.8%

● External Calls: 94   ● Internal Calls: 8

Call results

21.7%

46.8%

transferred_to_user: 2139

28.0%

● transferred_to_user   ● service_terminated   ● transferred_to_receptionist
● terminated_transfer_failed   ● terminated_no_operator   ● failover_to_operator
● user_terminated

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ENGAGING: CALL QUEUES VIEW

CLOUD QUEUE ANALYTICS

Reports / Cloud Queue Analytics

Type to filter all columns

All

2021-07-01

2021-07-08

Incoming call source

16.0%

84.0%

External   Internal

Before Transfer

73.12

Before Hang Up

216.42

Call Result

566

137

6   9   13

disconnected   transferred_to_agent   timed_out

failed   invalid

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CALL QUEUES VIEW: DETAILED REPORTS

INCOMING CALL SOURCE

Distribution of answered calls depending on the origin:
- **External call origin:** Calls coming from the PSTN network
- **Internal call origin:** Calls from users who have communicated with the queue through the Microsoft Teams client
- The number of calls is the parameter that is considered to determine the origin of the communications towards the queue
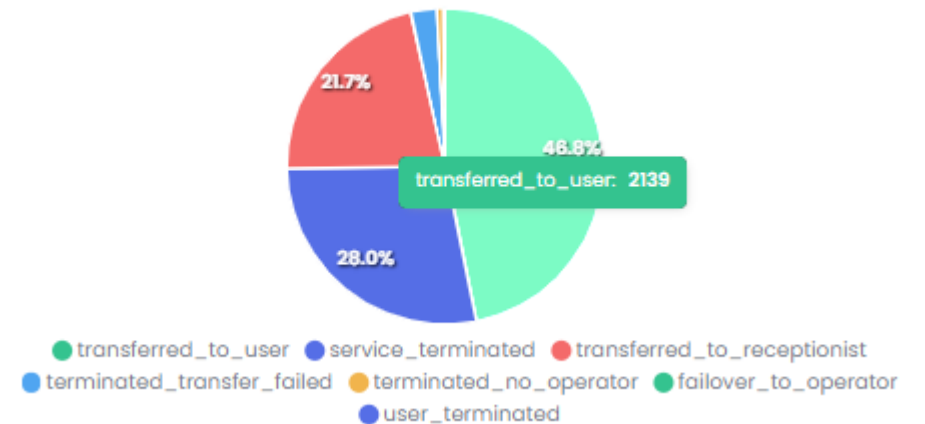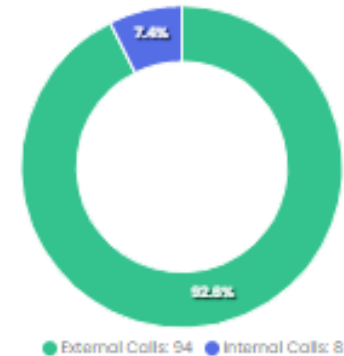
Incoming call source

7.4%

92.6%

External Calls: 94 Internal Calls: 8

CALLER ACTION TIMES BEFORE TRANSFER OR ABANDON

- Before transfer: Average time that elapses since the user is in the call queue waiting for the attention of an agent and the agent answers the call
- Before hang up: Average time that elapses since the user is in the call queue waiting for the attention of an agent and the user hangs up the call without receiving attention

Before Transfer

33.50

Before Hang Up

16.30

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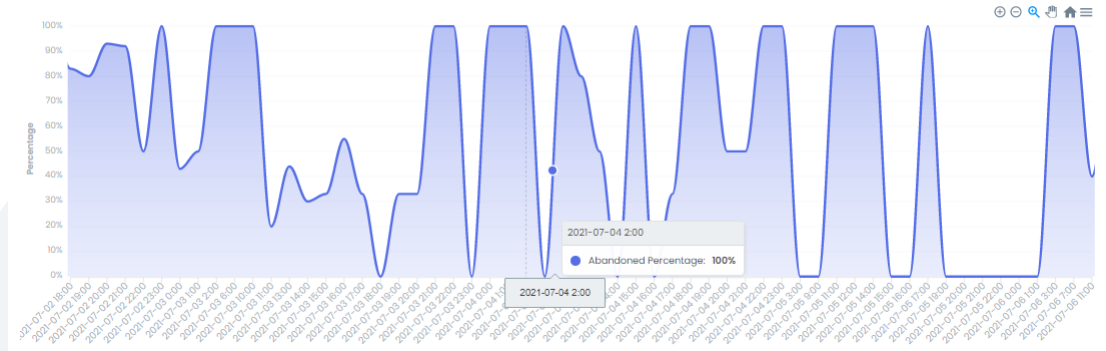# CALL QUEUES VIEW: DETAILED REPORTS

ABANDONED CALLS

Number of calls not hung up by end users because they are not answered by any agent

- It is possible to filter by dates
- The number of abandoned calls is displayed

CALL VOLUME

- Daily per selected period

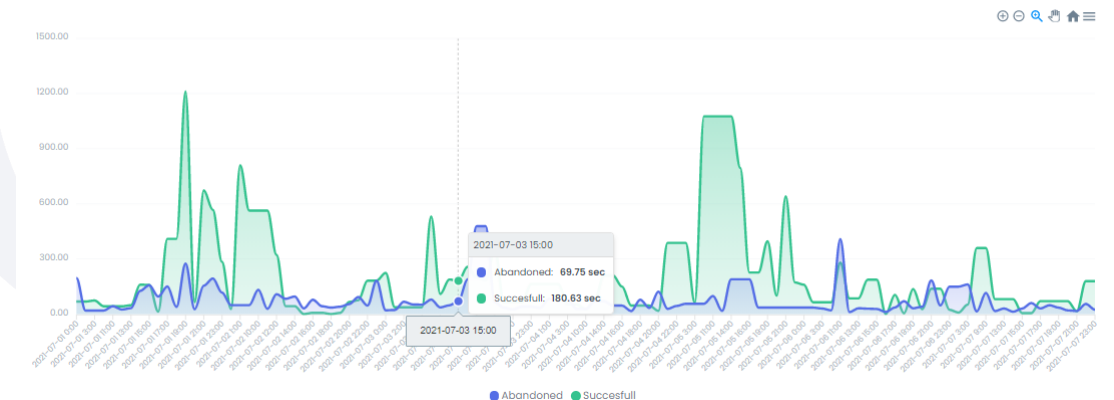## AVERAGE SESSION LENGTH (SECONDS)

- Average time a succesful or abandoned call is connected

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CALL QUEUES VIEW: DETAILED REPORTS

CLOUD AUTO ATTENDANT ANALYTICS   Reports / Cloud Auto Attendant Analytics

Search

| Type to filter all columns | | Queue... | yyyy-mm-dd | yyyy-mm-dd |

Id	Start Time	Start Time	Identity	Transfer Action	Call Result	Chain Duration	Count	Connectivity Type	PSTN Minutes	Total Call Count	Directory Search Method
753	6/18/2021 11:18	6/18/2021 11:18	Attendant.CO@TERPELC(	user	transferred_to_user	21.71	1	External Call	0	1	unknown
754	6/22/2021 10:57	6/22/2021 10:57	Attendant.CO@TERPELC(	user	transferred_to_user	17.82	1	External Call	0	1	unknown
757	6/23/2021 10:36	6/23/2021 10:36	Attendant.CO@TERPELC(	user	transferred_to_user	20.23	1	External Call	0	1	unknown
758	6/24/2021 10:26	6/24/2021 10:26	Attendant.CO@TERPELC(	user	transferred_to_user	17.59	1	External Call	0	1	unknown
759	6/24/2021 15:00	6/24/2021 15:00	Attendant.CO@TERPELC(	user	transferred_to_user	28.55	1	External Call	0	1	unknown
1238	6/11/2021 11:24	6/11/2021 11:24	Attendant.CO@TERPELC(	CQ	transferred_to_receptic	43.81	1	External Call	0	1	Extension
1239	6/11/2021 11:50	6/11/2021 11:50	Attendant.CO@TERPELC(	CQ	transferred_to_receptic	30.43	1	External Call	0	1	Extension
1240	6/11/2021 12:12	6/11/2021 12:12	Attendant.CO@TERPELC(	CQ	transferred_to_receptic	59.94	1	External Call	0	1	Extension
1241	6/11/2021 13:31	6/11/2021 13:31	Attendant.CO@TERPELC(	CQ	transferred_to_receptic	31.73	1	External Call	0	1	Extension
1242	6/11/2021 14:37	6/11/2021 14:37	Attendant.CO@TERPELC(	CQ	transferred_to_receptic	48.42	1	External Call	0	1	Extension

16,374 total |◄ ‹ **1** 2 3 4 5 › ►|

DETAILED SEARCH FOR CALLS

Call filters to search by dates, queues or type of call where you can see the details of the calls that present atypical behaviors

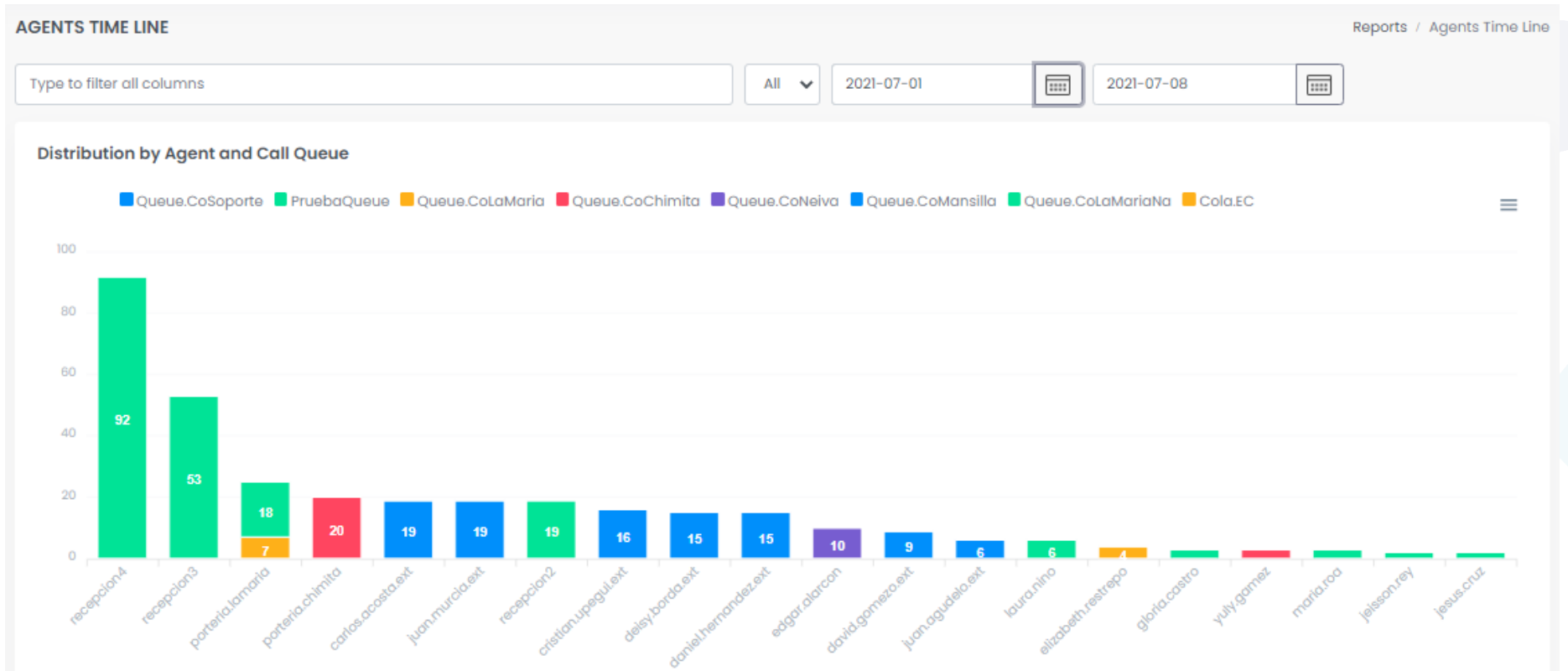**NOVENTIQ**   Global expertise, local outcomes

AGENTS VIEW

AGENTS VIEW: DETAILED REPORTS
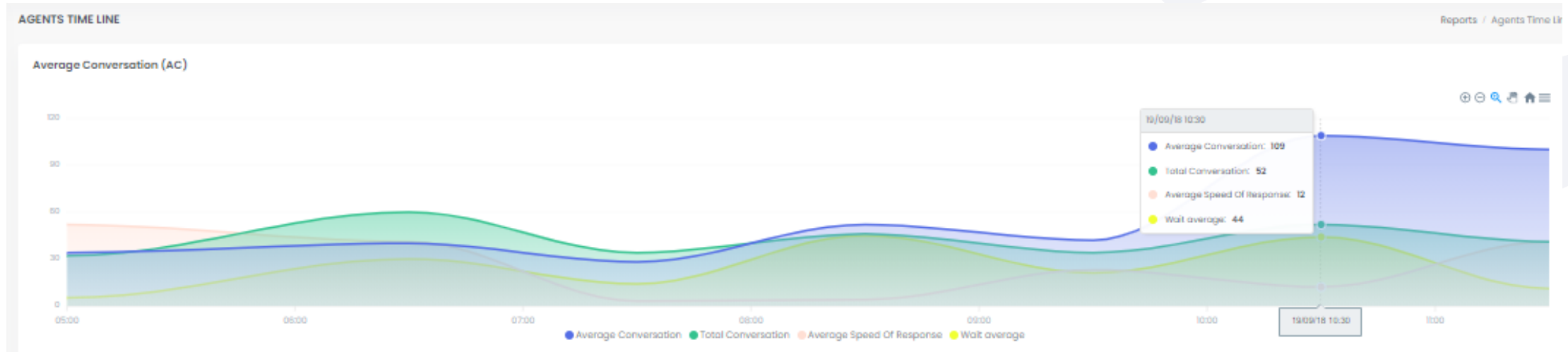
AGENT TIMELINE

- Average conversation: Average time agents spend on a call
- Total Conversation: Total conversation time of the agents in a queue
- Average Speed of response: Average response speed of agents to incoming calls
- Wait Average: average waiting time of users before answering the agents or abandoning the call

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AGENTS VIEW: DETAILED REPORTS

AGENT STATUS

- Available: Status in which the agent is available to receive communications
- Online: Available and in the call queue
- Absent or inactive: Agent having a high no interaction time in Microsoft Teams
- Disconnected: Agent that is logged out of Microsoft Teams
- In the queue: In addition to being logged into Microsoft Teams, the user is enabled to receive calls from the queue to which it belongs

DISTRIBITION BY AGENT AND CALL QUEUE

- Distribution of the calls handled by each of the agents that belongs to the call queue.
- Calls are represented in number of calls

available	absent	online	inactive
2	0	3	1

unanswered	disconnected	in the queue
0	4	1
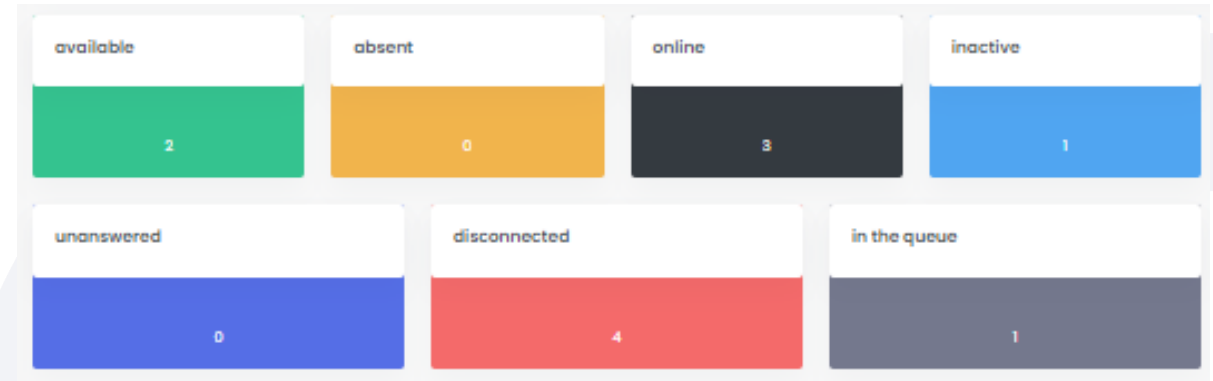
Distribution by Agent and Call Queue

Success Stories

1ST COLOMBIAN GASOLINE & OIL DISTRIBUTOR

- TERPEL has 2,500 extensions
- TERPEL had a mix of AVAYA IP/Digital/Analog technologies + Panasonic in some of the 5 countries in the Andean region.
- They had 32 different PBXs to administer, monitor, Support and maintain. With Microsoft just ONE. They moved to Microsoft Teams with Total Voice

Main Challenges for the customer:

- Management of the AVAYA was extremely complex.
- Billing of the AVAYA was extremely poor.
- Integration of AVAYA with POLYCOM video conference was almost zero.

Benefits:
- Only ONE single expense Management layer with Total Voice BILLING module.
- One FULL adopting tool for the 2,500 users in all LATAM with Total Voice ADOPTING Module.
- Native Video Integration with POLY
- One Management interface with TOTAL VOICE.

4TH BIGGEST CINEMA PLEX IN THE WORLD

- CINEPOLIS has more than 2,000 seats in Office 365 and presence in 27 countries with a total of 7,000 employees.
- They had 27 different PBXs to administer, monitor, Support and maintain. With Microsoft just ONE. Initially they went to cloud PBX with Skype and then with TEAMS

Main Challenges for the customer:

- Different PBXs, different vendors, different Support contracts and brands.
- High Telecomm Bills for International long distance
- Huge OPEX associated to the Voice Network

Benefits:
- Only ONE single expense Management layer with Total Voice BILLING module.
- One FULL adopting tool for the 7,000 users in all LATAM with Total Voice ADOPTING Module.
- Zero long national or International telephony bills.

FOOD MANUFACTURER IN MEXICO

- The Objective was to replace the old network of 20 AVAYA distributed analog/digital PBXs all over LATAM for just one single voice system.
- TEAMS was chosen as a HUB of communications with Microsoft 365.
- RIBBON was the Partner for SBCs/GWs. Only Total Voice Billing and Adopting was implemented.

Main Challenges for the customer:

- Problems with electricity in the remote sites
- High Telecomm Bills for International long distance
- Mexican Telephony Signaling is Proprietary NOT standard.

Benefits:
- Only ONE single expense Management layer with Total Voice BILLING module.
- One FULL adopting tool for the 12,000 users in all LATAM with Total Voice ADOPTING Module.
- FULL integration with all the Microsoft 365 applications.

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Noventiq is a leading Microsoft partner

Noventiq is a leading global solutions and services provider in digital transformation (DX) and cybersecurity. We specialize in multi-cloud environments with a focus on Microsoft technology, coupled with expertise in software, proprietary services and solutions. We offer customers a comprehensive portfolio of Microsoft cloud services alongside our own services for transformation, management, security and modernization.

25+
Years of collaboration

700+
Microsoft Certified Professionals

One of 10
Microsoft globally managed partners worldwide

🏆 **Total Voice Awards**

Frost & Sullivan Awards:
- 2022 Product Leadership Award
- 2021 New Product Innovation Award

Microsoft Partner of the Year Awards
- ✓ FY21 LATAM Microsoft Partner of the Year in TEAMS Calling & Meetings
- ✓ FY20 LATAM Microsoft Partner of the Year in TEAMS Calling & Meetings

Noventiq is a trusted partner in Microsoft Cloud Partner Program with all 6 Solution Designations, deep solutions expertise supported by Azure Expert MSP status, 12 Advanced Specialization in Azure, Security, Modern Work and Business Applications. An active member of Microsoft Intelligent Security Association.

Microsoft Solutions Partner

Microsoft Partner
Azure Expert MSP
▪ Microsoft

Member of
Microsoft Intelligent Security Association
▪ Microsoft

☁ Azure

Solution Partner Designation
- ✓ Infrastructure, Data & AI
- ✓ Digital App and Innovation

Advanced Specializations
- Windows Server and SQL Server Migration to Microsoft Azure
- Linux and Open-Source Databases Migration to Microsoft Azure
- Microsoft Azure Virtual Desktop
- Kubernetes on Microsoft Azure

🔒 Security

Solution Partner Designation
- ✓ Security

Advanced Specializations
- Cloud Security
- Identity and Access Management
- Threat Protection
- Information Protection and Governance

📶 Modern Work & Business Applications

Solution Partner Designation
- ✓ Modern Work
- ✓ Business Applications

Advanced Specializations
- Adoption and Change Management
- Calling for Microsoft Teams
- Teamwork Deployment
- Microsoft Low Code Application Development

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Thank You