

## PEACE OF MIND WITH PROFESSIONAL SERVICES - VOIP CONSULTING

**IMPLEMENTATION OF A NEW PRODUCT CAN BE A DAUNTING TASK ESPECIALLY CONSIDERING A SOLUTION SUCH AS VOIP. ENTER GLOBAL CROSSING'S PROFESSIONAL SERVICES VOIP CONSULTING WHICH IS A VALUE ADDED OFFERING AVAILABLE TO OUR CUSTOMERS. IT PROVIDES CUSTOMERS AN OPPORTUNITY TO BENEFIT FROM OUR YEARS OF VOIP EXPERIENCE WITH THE ABILITY TO LEARN FROM OUR EXPERIENCED PERSONNEL.**

### **WHY A PROFESSIONAL SERVICES OFFER?**

Global Crossing's VoIP Consulting provides customers with an extended connection period into our Interoperability testing facilities and access to our staff – some of the most experienced VoIP engineers in the industry. This program is provided to our customers as a unique offering within the family of Global Crossing Professional Services.

### **WHAT ARE SOME OF THE SPECIFICS?**

Customers receive dedicated interaction with Global Crossing VoIP Engineers during flexible prearranged testing periods. Our "State-of-the-Art" VoIP testing labs are located in Phoenix, Arizona, and Basingstoke, United Kingdom. You will have the opportunity to enhance and refine your VoIP knowledge. A customer may execute various types of testing all in a controlled lab environment.

### **WHAT ARE THE FEATURES & BENEFITS?**

- Benefit from the expertise of a knowledgeable team that will work with you on your test plan in the lab that fits your schedule.
- Test your systems in a controlled environment. You can configure the system to test your specific needs. You can also test your new configurations that you want to roll-out.
- Assess your knowledge of VoIP and use the Engineering team to answer your questions and help you gain important knowledge. You not only use the equipment to test but also have the ability to learn from our experienced engineers.
- Connections are available via public internet with a dedicated connection included utilizing the same private IP access to Global Crossing systems.

- An unlimited time allotment provides you with time to test your configurations. You have the time to work with and customize the test bed to fit your unique needs and trial your systems.
- Flexible test parameters can be set up to test interoperability and service call flows between the customer and our equipment as well as protocol, security signaling and feature testing.
- Customers benefit from VoIP Engineering consulting in regard to the following aspects:
  - Additional IP-based equipment testing
  - Various types of VoIP call flow testing
  - Security, Protocol and IP signaling compatibility
  - General VoIP Service Feature testing
  - Specialized customer requirements such as non-standard header formats, header manipulation, number manipulation, plus others

### **WHY UTILIZE VOIP CONSULTING?**

The advantages for using VoIP Consulting are many but the main one being Peace of Mind. You test your system prior to going live allowing you time to test and fully understand the systems and components all in a controlled environment. You receive close support from our staff.

Savings include productivity improvements, ubiquitous availability and speed at which new applications can be implemented within the network. To improve your chances for success you need a partner that understands the challenges and can provide you the leadership, expertise and depth of product knowledge to ensure your success. That's why companies partner with Global Crossing!