

Overview



VoiceWorks™, from VSGi, provides superior business-class voice over IP (VoIP) services at lower costs, compared to traditional (premise-based PBX) voice services. Utilizing the industry's leading VoIP platform, VoiceWorks provides the widest array of features and applications from a single platform, with built-in redundancy, reliability and scalability.

Offered in three flexible service plans, VoiceWorks serves the needs of all voice applications and users, from conference and lobby phones to executives and desktop or remote users.

Complete Business Voice Services at Lower Costs

VoiceWorks can help organizations save up to 30% on their monthly phone bill. Calls between offices, and even home-offices, are always free-worldwide. Organizations can eliminate annual PBX maintenance contracts and greatly reduce dedicated PBX technical resources. In addition, there will never be a need to upgrade or add another premise PBX to an organization's phone system.

Solid, Proven and Feature-Rich VoIP Platform

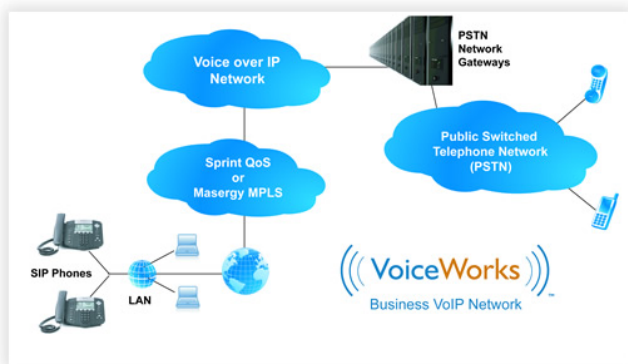
With VoiceWorks, you get the entire spectrum of PBX features, including all those features most used by your employees today. Additionally, you get features unique to VoIP to streamline your business. Your employees can now use their PCs as true portable offices, able to manage calls directly from the PC. Voicemails can be delivered as e-mails and your employees can initiate calls directly from their Microsoft® Outlook Contacts list. Should your organization require it, a complete call center application is also available.

Guaranteed Performance with Built-In Disaster Recovery

VoiceWorks is designed for total redundancy at all levels utilizing multiple servers in multiple data centers, with network connectivity from a host of carriers. In cases of a building, environmental, or other catastrophic event, the platform auto-reroutes traffic based on your business continuity arrangements as well as your employees' routing preferences. In addition, the VoiceWorks design utilizes redundant application servers, preventing any one server being overrun. Based on this design, VSGi guarantees 99.9% reliability backed by the VoiceWorks SLA (Service Level Agreement), measured for each individual customer.

VoiceWorks™, by VSGi, provides a complete integrated Voice over IP solution for all of your organization's communication needs including:

- ⇒ Hosted VoIP PBX- providing all the features and functions of any premise based PBX, plus enhanced PC integration capabilities
- ⇒ 99.9% reliability – backed by the VoiceWorks™ SLA
- ⇒ Nationwide coverage, including E911 service
- ⇒ Toll Free services
- ⇒ Call Center Services
- ⇒ Award-winning Polycom IP phones
- ⇒ Complete IP QoS connectivity from Sprint or Masergy
- ⇒ And... complete VSGi integration services to manage your VoIP installation and provide ongoing support



Polycom IP Phones

As a Polycom Platinum Partner, Polycom Certified Service Partner and Certified VoIP Reseller, VSGi has extensive experience with Polycom products. Polycom IP phones provide a rich communications experience, with impressive voice quality and a broad feature set to enable your users to be as productive as possible. VSGi is featuring Polycom IP phones with HD to provide the best audio quality currently available from any VoIP handset.



Business Voice QoS (Quality of Service)

VSGi engineers VoiceWorks to provide business voice quality. To do this, VSGi makes available QoS parameters through each component of the VoiceWorks service. This includes QoS applied to:

- ⇒ VoIP phones
- ⇒ VoIP Internet connection
- ⇒ VoIP network

VSGi strongly recommends each customer connect to their VoIP system via a QoS Internet connection, available directly from VSGi.

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Why Choose VSGi?

With over 20 years experience, VSGi, a nationwide leader in communications and network solutions, offers its customers a single point of contact for everything from network connectivity to selecting and installing the right voice communications solution. VSGi provides its 5000+ customers with 24/7 technical support and recently achieved another excellent overall customer satisfaction rating of 96% for service and support, conducted by a third party research group.

When delivering your VoiceWorks service, VSGi brings all the pieces together to design, configure, install, test, maintain and support your business voice solution. VSGi begins by matching users to the proper service plans and IP phones. Then we establish new voice service with features tailored for each user and deliver the IP phones pre-configured. Minutes later, users pick up their handsets and begin making calls.

All upgrades to your service and IP phones are also included with VoiceWorks.

As a Polycom Platinum Certified VoIP provider, VSGi offers state-of-the-art IP phones and partners with Sprint and Masergy to provide IP QoS and MPLS network services.



VSGi assembles all these pieces to make VoiceWorks the complete suite of enhanced PBX functionality – bringing *it* all together.

Visual Systems Group, Inc. (VSGi)
7900 Westpark Drive, Suite T-610
McLean, VA 22102 USA

Toll-Free 1-877-402-VSGI (1-877-402-8744)
Main 1-703-848-8200
Fax 1-703-848-8211
Email voip-sales@vsgi.com
Web www.vsgi.com/voip

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