altigen
Managed Cloud Communications
Built on Microsoft

What we do.

AltiGen Communications is the leading provider of all software business critical communications solutions specifically designed for Skype for Business and Office 365, delivered as a fully managed Cloud service.

ALTIGEN'S HOSTED SKYPE FOR BUSINESS

AltiGen delivers a complete Hosted Skype for Business solution, including our Microsoft certified advanced call routing applications – all delivered as a fully managed service and supported 24 x 7.

SKYPE FOR BUSINESS

Skype for Business Online, included with most O365 plans, provides PC to PC voice and video calling, instant messaging, mobility, and conferencing capabilities – but no external (PSTN) calling.

AltiGen's Hosted Skype for Business extends this with full Enterprise Voice functionality (both PSTN calling and Conferencing), enabling organizations to replace their on premises PBX systems with an integrated, managed cloud solution.

Migrating from an on premises PBX system to Skype for Business can be a daunting task. With AltiGen's Managed Services approach expensive, complex migrations are a thing of the past. Our team of experienced Cloud Communications experts are there every step of the way - from migration planning to system cutover and post implementation support.

Our Managed Services include:

- Migration Planning (from current PBX system to Cloud PBX)
- Network Planning and Assessment
- Complete Cloud PBX Deployment Services
- AltiGen Application and Integration Services
- Cloud PBX Ongoing Management and Support

ALITGEN'S HOSTED SKYPE FOR BUSINESS INCLUDES:

- o Instant Messaging
- o Presence
- o Video Calling
- o Desktop Sharing
- o Web Conferencing
- o Mobility
- o PSTN Calling

- o Auto Attendant
- o Hunt Groups
- o Contact Center
- o Call Recording
- o Call Reporting
- o Deployment Services
- o End User Training
- o 24 x 7 Support

Office 365

Our Hosted Skype for Business solution is integrated with Office 365, allowing our customers to replace their current business phone systems with a worry free, cost effective cloud communications solution.

With Hosted Skype for Business our customers can:
• Leverage their investments in Office 365
• Optimize their Office 365 plan costs
• Eliminate their existing PBX support and maintenance costs
• Lower communications costs with AltiGen SIP trunks
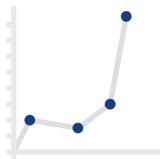

Integrated Applications

AltiGen has been developing all software enterprise communications solutions for more than twenty years. Leveraging our expertise, we're able to uniquely enhance the capabilities of Skype for Business with a complete suite of natively integrated advanced communications applications.

Our customers are empowered to do more with Skype for Business utilizing our integrated application suite, including:

• Auto Attendant / IVR
• Hunt Groups (MaxGroups)
• Integrated Contact Center
• Web Chat Routing / Queuing
• Agent and Supervisor Apps
• Call Recording
• Reporting

Increase Efficiency

Our secure UC Cloud ensures rapid implementation, resilience to service disruptions and increased productivity.

Simplify Management

Minimize management overhead with a complete, pre-integrated, fully supported solution.

Reduce Costs

UC Cloud does not require expensive on premises hardware, plus it lowers your burden of service and support.

Eliminate CapEx

User-based cloud pricing replaces large capital expenditures with a predictable, cost effective monthly expense.

Improve Agility

Quickly and easily add or modify users, features and applications as business requirements dictate.

For more information about AltiGen's Hosted Skype for Business, or to schedule a demonstration, please get in touch.