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We Provide Cloud Computing and Hosting Services

- **Hosted voice, data, and video applications**

- Software-as-a-service. Data-as-a-service. Storage-as-a-service. There are several ways to consider cloud computing. But what are the best ways to put cloud computing to work for your business? Now, there is an alternative to getting mired in the menus, pick lists, and intricacies of the thousands of services that are offered on the web – *Cloud Integration Services* from Zigma5.
- As your Cloud Integrator, we'll design a solution for your business that incorporates our best practices as a service provider with secure and highly available cloud technologies. We'll devote the time and thought into your business processes and needs to make sure that your cloud solution works so you can focus on your business.
- With a Zigma5 cloud integration solution, we'll manage your network infrastructure – applications, servers, backup, and security – in our secure network operations center (NOC). Services include:
- Cisco Unified Communications
- Full suite of business productivity applications
- Data storage & Backup
- Business continuity
- Real-time monitoring

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How it works:

With Zigma5 Cloud integration services, your applications and data reside in our SAS 70 Type II data center (NOC). Our NOC is monitored 24x7, to ensure high availability. You can access your applications and information from your office or as a mobile worker with a secure internet connection.

Benefits

- Our cloud plans are scalable based on the needs of your enterprise. This saves you the operational and capital expenses of purchasing and maintaining server and storage hardware and software.
- Pay for what you use. Bandwidth, storage, voice profiles, and application licenses are based on your current needs.
- You can streamline your IT expenses by making it easier to add or remove users, and to deploy applications or new servers.
- By reducing on-site server and storage hardware, our cloud solutions allow you to reclaim valuable real estate within the office giving you the flexibility to utilize more space for business operations.
- Moving your applications and data into the Zigma5 Solutions Cloud can help you save on monthly power and cooling expenses.

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Our Voice Service

- Zigma5 is a wholesale/retail provider of the industry's top telecommunications carriers. Zigma5 provides high quality and low cost VoIP services to ITSP's, Hosted PBX providers, call centers, calling cards and carriers through our unique industry leading back office. Zigma5 offers one of the largest DID and A-Z termination footprints in the US and worldwide.
- Our wholesale VoIP service provides DIDs in the US and over 60 countries, A-Z termination, e911, 411, CNAM and more. We leverage our high-volume traffic to negotiate aggressive rates. Zigma5 won't lock you into a long term contract or ask for an unreasonable minimum. Zigma5 eliminates the need to negotiate and manage separate contracts with multiple vendors. We bring it all together for you in one complete package.
- Zigma5 believes in using technology to automate daily business and operational processes, and to this end we are constantly developing new tools to make service delivery faster and easier.

Origination

- Zigma5 provides DID origination to the US48, Canada, Hawaii, Puerto Rico and over 60 countries. Our DID origination footprint provides coverage to over 8,500 rate centers in the US and thousand more in over 60+ countries. Most US and Canadian numbers include the ability to add features such as CNAM, T38, E911, and 411.

Termination

- Zigma5 offers Termination services to +1 US & Canada destinations. Our termination service gives you the flexibility to choose from an NPA-NXX (conversational) deck, a short duration (dialer) deck, a T.38 (fax) deck and/or an A-Z international deck

Supplementary Services

- Along with our DID origination and termination offerings, we offer a host of wholesale Voip services such as; inbound CNAM (Query/Dip), outbound CNAM (storage), e911, 411 termination (Per event/call) and 411 listing

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Our DID(Telephone Number) Services

- Zigma5 provides reliable tiered inbound access for carriers through a SIP-based hand-off. Our DID (direct inbound dialing) tiered origination services provide your business with access to numbers in any U.S. market. Our tiered **VoIP origination** allows you to customize your service package by individual TN, giving you maximum flexibility and options such as CNAM caller ID storage, T.38 faxing, E911 emergency services and more.
- **US & Canada DIDs**
- Zigma5 provides your business with access to numbers in over 8,500 rate centers across the contiguous U.S. and Canada. Zigma5 provides instant access and provisioning to more than 500,000 **VoIP DIDs** through our number warehouse. Our web management portal, Provides with the freedom to search, purchase, and provision numbers in real-time.
- Individual TNs can be customized online with add-on features such as CNAM (Caller ID Delivery and storage), T.38 (faxing over IP), E911 emergency service, and 411 directory assistance. DIDs can be selected in several ways: by network, tier, NPA, state, rate center, LATA, and vanity. This innovative and unique way to handle DID searches, ordering, and provisioning is what makes an industry leader.
- **International DIDs**
- Zigma5 provides the largest international coverage of virtual numbers, with global presence in over 60 countries and thousands of area codes around the world. Our extensive selection of international DID gives you access to local phone numbers in thousands of cities.
- Each DID is billed on a fixed monthly fee, with no per-minute charges. This is a flat-rate service, which means that you can talk as much as you want for a low, monthly charge. Enjoy unlimited number of calls, with no limit on the length of each call. Each number is provided with two channels, allowing two concurrent incoming calls on the same number. Additional channels may be purchased if required.

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8XX DIDs(Numbers)

- Toll-free numbers (TFNs) can be dialed from any phone in the United States at no cost to the caller. Zigma5 has TFNs available for instant provisioning, or we can port your existing TFNs to our network. Your customers can benefit from the many uses of TFNs, such as customer service, marketing, and calling card campaigns.
- Vanity TFNs are also available with numbers that, when associated with a traditional telephone number pad, spell out a relevant word or phrase. 1-800-FLOWERS is an example of a vanity TFN. These numbers are easier for customers to remember and use, which means it's easier for them to reach your business!
- Toll-free codes currently include 800, 866, 877, and 888.
- **T.38 DIDs**
- Bring your fax services to the next level with VI's T.38 fax origination solution. Elect numbers with T.38 capabilities from more than 500,000 VoIP DIDs available in our number warehouse, as one of many valuable features offered by VI to unify your IP-based communication efforts. We offer efficient, high quality faxing, while significantly reducing bandwidth usage.
- Traditional faxing predates VoIP networks, and as a result does not synchronize well with them. T.38 is a protocol that enables fax data to be sent from a circuit-switched network to a packet-switched network. This conversion allows for a smooth transition, reducing latency, jitter, and lost packets. T.38 faxing is sent and received in real time, rather than with a delayed "store and forward" system.
- FoIP service allows you to bypass the costs of traditional faxing by eliminating all those by-the-minute charges and additional fees PSTN providers saddle you with. With our tiered origination system, you can enjoy flexible pricing and choose T.38 on an individual TN basis.

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Terminations

- **U.S. Outbound (Termination)**
  Zigma5 provides reliable and fully-redundant, carrier-grade *VoIP termination* on the industry's most extensive voice network. Our outbound service, which currently supports G.711 and G.729 codecs, allows you to take full advantage of the best available call quality. Zigma5'cutting edge solutions enable enhanced IP service providers to offer long distance VoIP access to residential and commercial customers.
- **Domestic**
- Zigma5' SIP-based **VoIP termination** provides reliable and fully-redundant, carrier-grade outbound service on the industry's most extensive voice network. Our outbound service, which currently supports G.711 and G.729 codecs, will terminate an IP-originated call to a Public Switched Telephone Network (PSTN).
- **International Termination**
- Zigma5 delivers high-quality International voice termination to fixed and mobile destinations across the world. Our highly competitive International A to Z termination provides calling access to over 200 countries and thousands of destinations. Inquire today to learn more.
- **T.38**
- Bring your fax services to the next level with VI's T.38 fax termination solution. Our T.38 deck is optimized for efficient, high quality faxing, while significantly reducing bandwidth usage.

- Traditional faxing predates VoIP networks, and as a result does not synchronize well with them. T.38 is a protocol that enables fax data to be sent from a circuit-switched network to a packet-switched network. This conversion allows for a smooth transition, reducing latency, jitter, and lost packets. T.38 faxing is sent and received in real time, rather than with a delayed "store and forward" system. FoIP service allows you to bypass the costs of traditional faxing by eliminating all those by-the-minute charges and additional fees PSTN providers saddle you with.
- **Dialer**
- Call centers and predictive dialers, we have your solution! Our dialer rate deck offers low rates for your short duration calls. We aggregate the top carriers in one competitive and easy to use product, in turn creating route diversity and the best call completion in the industry. If you operate a predictive dialer, call center, telemarketing, or mass communication company, this is the answer for you!

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The Difference

- Zigma5 cloud integration services give you more than what ordinary subscription providers offer. We provide the integration expertise that will make your cloud migration a success. We'll make sure that your business keeps running throughout and after the migration – the same ZIGMA5 Solutions level service that you have come to know since 2003.

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We're successful because we enjoy what we do

- Zigma5has been helping our clients enjoy technology since 2003. We deploy cutting edge technologies that provide enterprise-level IT services normally out of reach to small and medium size businesses.
- **In such short time we were able to provide our services to big clients with numerous office location and hundreds of staff.**
- We're successful because we enjoy what we do, we hire the most qualified professionals, and we treat our people and clients with the respect they deserve.
- We develop a wide variety of innovative solutions that leverage cutting edge technologies such as cloud computing, virtualization, Hosted Voice Over IP, and microwave/Point-to-Point private wireless networks.
- We take pride in our ability to create affordable, high quality packages. We are the best choice for single source IT services. Our service and dedication to our clients has made us one of the most trusted IT providers. Our customers will tell you we're more than just a vendor—we're a trusted partner.
- We empower our people—30 and growing. We have created a unique culture that fosters creativity, innovation and responsiveness to customer needs.
- Zigma5stands for 99.999% —which is the benchmark for system uptime in the IT world. This equates to a total of only 5.39 minutes of downtime in a given year. Our data center is designed for and continues to meet this benchmark. Our name is a constant reminder of the level of service we strive to provide our customers—always available, creative, and professional.

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We Enjoy Technology

- It comes through in our work. We're always looking for better ways to build software and we've developed some remarkable tools and techniques along the way. Where possible, we replace repetitive tasks with simple tools and we always keep our eye on the big picture. This - and staying focused on emerging technologies - helps keep us sharp.
- In addition to our own tools, we also have wide-ranging expertise with a number of industry standard technologies. When starting a new project, we try to find the best tool for the job - and we use that tool according to its best practices. This openness to try new things often leads us to synergies between seemingly unrelated technologies and datasets.

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CUSTOMER VOICES

- "As a nonprofit, it’s hard to budget for and afford desktop equipment and servers, so we are very happy to leverage Zigma5 offsite technology. We love eliminating the hassle of maintaining our own equipment and systems."
- —Benjamin Ghodsi
  CFO
  New York Heart Research Foundation

- "For those needing database consulting and/or development, Matthew and his team at Zigma5 shouldbe high on your list of solution providers"
- —Gil Lederman M.D
  President
  Radio Surgery Center Of New York

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WE DESIGN YOUR NETWORK

- Zigma5 designsefficient, effective, reliable, and secure WAN/LAN networks
- Expert network design service
- Maximized performance
- Carrier neutral—We're not bound to a single carrier
- Create the most effective, secure and economical network

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Smart Help—we're always here for you

- Zigma5 supportis available 24/7. You can call us on the phone directly, email us or send a support request to the Zigma5 Helpdesk When you contact us, a helpdesk ticket is created, documented, and assigned a unique case number.
- Zigma5 alwayshas dedicated level 1 and 2 technical staff ready to assist you during business hours (8am to 6pm). After hours and weekends we have a primary and secondary technician on-call to address your needs.
- Our escalation procedures ensure a technician is always available to help. Helpdesk tickets are updated as work on the problem progresses so you can monitor the case status. Simply log on to a secure page to review progress, add comments and close a ticket. Each customer has a secure helpdesk logon that give them access to their support cases. Th Zigma5 techs working on your case are identified in the helpdesk case record, so you know who to contact for additional detailed information and progress.
- **We're committed to helping you!**
- Zigma5 hasover fifteen IT professionals committed to providing around the clock support to our customers. Our dedicated based support team has expertise in all software platforms including but not limited to
- Oracle
- Cisco
- Microsoft
- Custom Platforms

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RESPONSE TIME FOR ISSUES

- Zigma5 Servicelevel Agreements
- **During Business Hours**:
  30 minute SLA
- **After Business Hours**:
  60 minute SLA
- **Average Response Time**:
  2–3 minutes

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ZIGMA5 BUILDING SECURITY

- Controlled and escorted access procedures
- Positive ID of authorized customers / agents
- Multi-level- FOB/Key and Biometric Scanning
- 24x7 video surveillance
- Security is customizable to client specifications and industry requirements
- Several PCI audits in support of customer compliance needs
- Security strategy based on CSA Guidelines

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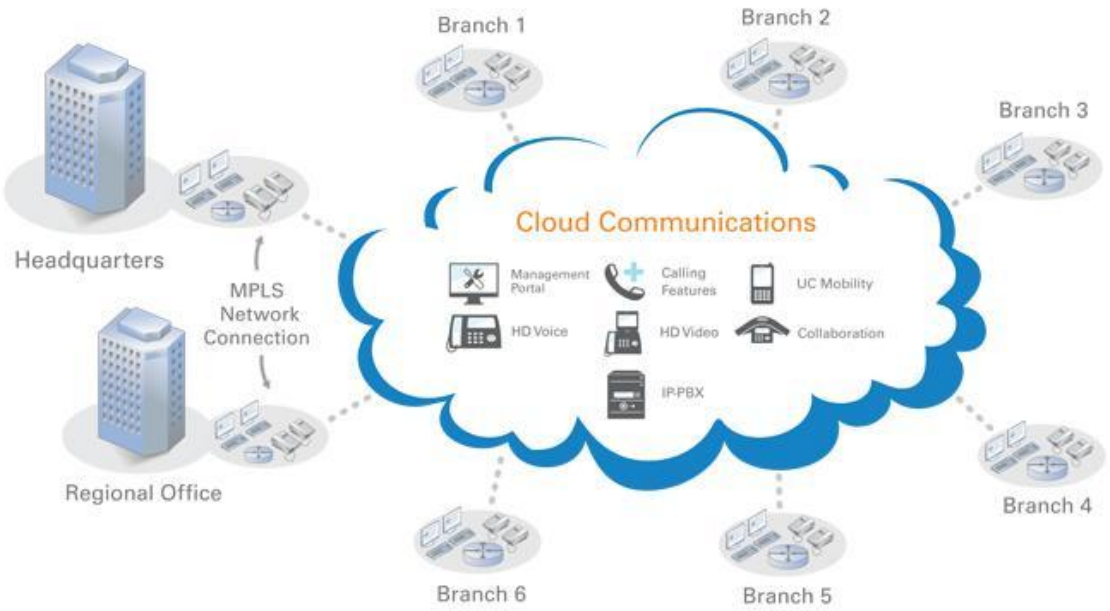
Enterprise Cloud Communications Conceptual Illustration



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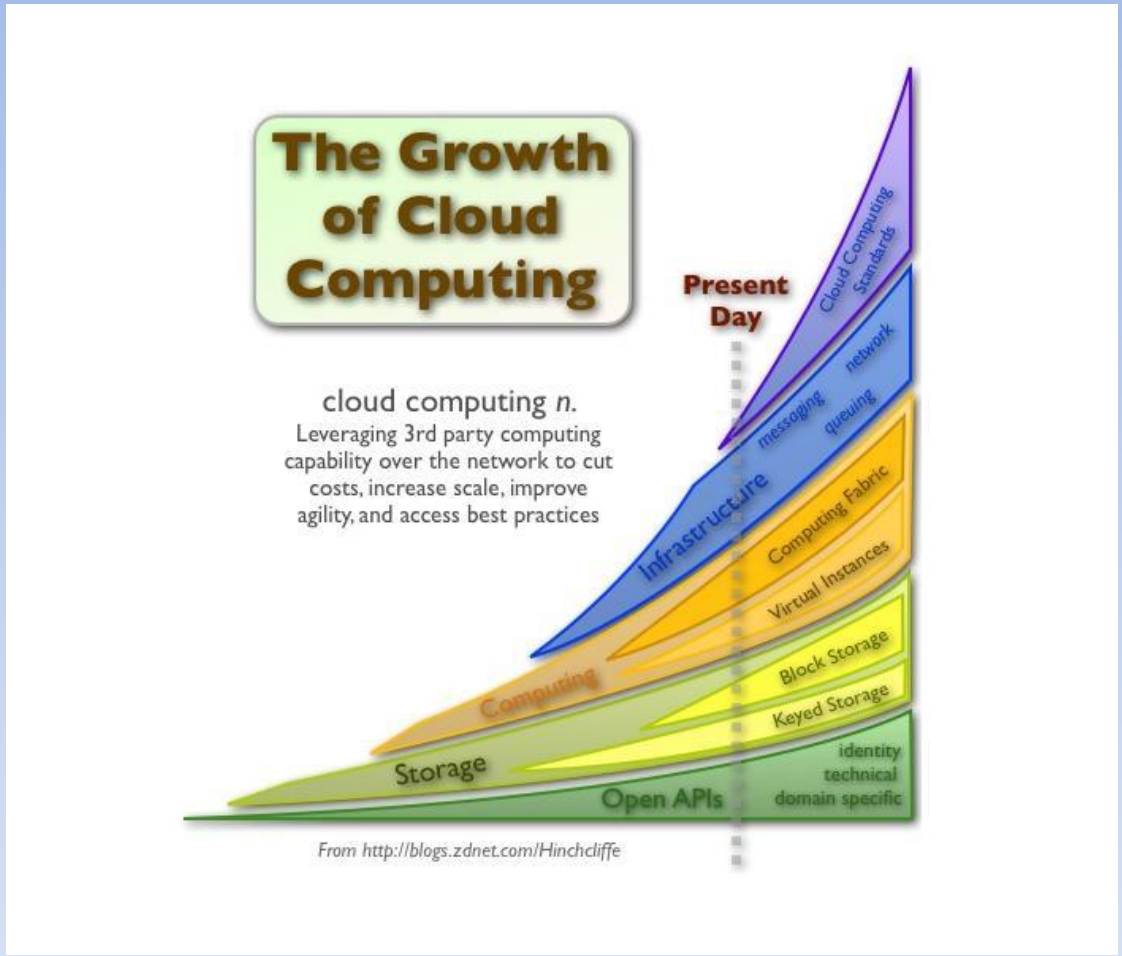

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Benefits

- Work from home using the office IP PBX
- Use your cell phone as an extension to your office when on the road
- Move your PBX when you move offices
- Scale your PBX when you need to
- Choose from a wide range of IP Phones
- Business PBX features like conference rooms, ACDs, auto attendants, hunt groups, paging, voicemail included as standard
- Plug in Unified Communications with Microsoft Exchange 2007 or Office Communications Server
- Comperhansive Reporting

Business Features

Anonymous Calls

Block CID (Activate)	*67
Block CID (Deactivate)	*68
Block Anonymous Calls (Activate)	*69
Block Anonymous Calls (Deactivate)	*70

Call Center

Agent Log In[3,5]	*64
Agent Log Out[3,5]	*65
Call Barge In[1]	*81
Teach Mode[1]	*82
Listen In[1]	*83

Transferring Calls

Transfer[2]	*77
Call Park[3]	*85
Call Park Retrieve[3,5]	*86
Call Pickup[3,5]	*87

Making Calls

Redial	*66
Call Return	*69
Intercom	*90

Cell Phones

Retrieve Call from Cell Phone	*51
Move Current Call to Cell Phone	*52
Call Cell Phone of the Extension	*00

Call Forwarding

Hot Desking	*20
Call Forward All (Activate)[2]	*71
Call Forward All (Deactivate)	*72
Call Forward Busy (Activate)[2]	*73
Call Forward Busy (Deactivate)	*74
Call Forward No Answer (Activate)[2]	*75
Call Forward No Answer (Deactivate)	*76
DND (Activate)	*78
DND (Deactivate)	*79
Set Night Mode for Domain[3] Accounts	*80

Voicemail

Send Voicemails as Emails (Activate)	*95
Send Voicemails (Deactivate)	*96
Go to Voice Mail	*97
Record New Greetings	*98
Clear the Message Indicator	*99

Miscellaneous

Add to White List	*91
Add to Black List	*92
Record ON	*93
Record OFF	*94
Conference	*53
Show Account Balance	*61
Wake up Call	*62
Request Call Details	*63
Clean up an Extension	*84

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Call NOW