



Overview

With hosted VoIP, you no longer need to worry about the significant cost of managing and maintaining on-premises communication systems. Nextiva Office, our all-inclusive hosted VoIP service, enables your business to increase revenue, minimize management headaches, and improve your customer experience.

Nextiva provides standard hosted VoIP functions, plus fully integrated enhanced services. Setup and configuration are easily managed through a Web Portal. Nextiva Office is part of our Unified Communication solution that blends:

- Hosted VoIP call center, conferencing, and messaging functionality
- Integration with IT Applications like Outlook/OCS, IBM Sametime, and Google Apps
- Mobility, instant messaging and presence (IM&P) features using the Nextiva App
- Built-in video telephony on any device, including your computer, between Nextiva users
- Enterprise applications integrate with your CRM, ERP, and vertical apps using 3rd party tools

	Hosted VoIP	Analog/Traditional
Scalability	<ul style="list-style-type: none"> • Essentially unlimited 	<ul style="list-style-type: none"> • Typically, 1-10K Users • Limited number of IP phones
Multi-site Networking	<ul style="list-style-type: none"> • Extension dialing site-to-site • 100's of advanced features • Single cloud-based portal 	<ul style="list-style-type: none"> • Hard-to-manage dial plans • Limited network features • Service islands
Total Cost of Ownership	<ul style="list-style-type: none"> • Low cost with per-seat pricing • No maintenance fees 	<ul style="list-style-type: none"> • Higher costs overall: staff & support, access (PRI vs. T1) • Limited CPE Choices
Open and Standards	<ul style="list-style-type: none"> • Open and 3rd Party CPE • SIP-Based 	<ul style="list-style-type: none"> • Limited, closed CPE • Proprietary content
Reliability, Resiliency, and Survival	<ul style="list-style-type: none"> • Carrier-grade platform • Disaster recovery • Business continuity • Robust IP networking, including geographic redundancy • High security standards 	<ul style="list-style-type: none"> • Typically, 5 9's only by complex, expensive methods • Cost borne by customer • Use of Windows and other less secure elements; Unix/Linux use growing • Software reliability and churn remain an issue
Technology Risk	<ul style="list-style-type: none"> • Managed by Nextiva 	<ul style="list-style-type: none"> • Managed by customer
Operations and Management	<ul style="list-style-type: none"> • Centralized system management • Located at Tier 1 data centers • Supports multi-location and multi-tenant usage 	<ul style="list-style-type: none"> • Separate management systems • Located at customer site • Typically supports single site, non-networked

Key Features

With Nextiva Office service, your employees will experience an unparalleled set of productivity-enhancing features:

- **Remote Office:** Users can take their offices on the road with them.
- **Nextiva Anywhere:** Nextiva's unified communication solution.
- **Selective Call Forwarding:** Allows employees to decide who reaches them, at what number, and when they're available.
- **Pre-integrated Services:** Voice/Video/vFAX, Call Centers, Conferencing and Mobility.

Scales with Your Business

Built from the ground up on the most reliable carrier-grade hosted VoIP platform in the world, Nextiva Office scales as your business grows.

- **Reliability:** NextOS is proven software that runs on carrier-grade, industry-leading hardware with redundancy across 6 data centers.
- **Scalability:** Easy to add users, devices, and functionality as your business needs change.
- **Availability:** Local and geographic redundancy provides limited or no downtime on upgrades and repairs.

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