

Enterprises

Solutions for Enterprise & Multi-Location Businesses

As a large enterprise or multiple site organization, effectively managing your telecom resources is a challenge. Factors like IP based telephony, 911 calls, complex configurations like least cost routing, coordinated dialing plans, remote users, traditional/mobile/SIP endpoints, failover and high availability scenarios, and geo-redundancy can greatly increase the cost, complexity time and knowledge required to administer your voice system.

Keeping your staff safe and informed during emergencies is also imperative. Operating in multiple locations and/or large buildings makes identifying and precisely locating distressed staff significantly more difficult, as can alerting staff & visitors quickly during evacuations or lockdowns.

With Genesis's Enterprise Solutions you can be confident you are meeting all your safety & alerting requirements, and mandatory records-keeping compliance regardless of their location.

The Genesis Solution:

- ✓ Receive immediate notifications of emergency situations regardless of location
- ✓ Notify employees and security of events requiring their immediate attention
- ✓ Track IP QoS, codec use and analyze toll bypass configurations and use
- ✓ Merge data captured from traditional, IP, mobile phone and SIP endpoints
- ✓ Perform detailed onsite traffic studies to estimate current & future resource requirements
- ✓ Assemble corporate-wide and site-specific data for cradle to grave reports
- ✓ Generate important phone analytics on staff performance and utilization
- ✓ Maintain consistent functionality between corporate and satellite locations
- ✓ Identify traffic trends and usage patterns by hour, day, week, month & year
- ✓ Ensure call takers, trunk routes and queues are performing efficiently
- ✓ Make & schedule telephone programming changes to your phone system



Specializing in Telemanagement
Solutions Since 1984.



On-Site Safety
Complete Emergency
Management



Public Alerting
Multi-Channel Mass
Notifications



Analytics & Insights
Detailed Telephony
Metrics