

Executive Overview

It's no longer a matter of when, but how.

Unified IP Communications aren't coming, they are here. The right IP communications solution can transform an enterprise, providing employees all the tools they need to work effectively and empowering them to communicate, collaborate and securely access applications wherever and whenever they need to. Those who do not embrace these technologies will be without powerful competitive advantages.

West IP Communications unites and deploys the most powerful business technologies ever devised via a scalable, on-demand, cloud-based communications platform; one capable of delivering a complete and continuously advancing package of unified communications services and applications.

From consultation to implementation to management, our purpose is clear; to help you transform the way your business works; helping you raise the performance of your enterprise and gain an important and sustainable competitive advantage.

A COMPLETE SUITE OF CLOUD-BASED ENTERPRISE COMMUNICATIONS APPLICATIONS & SERVICES.

Network Services.

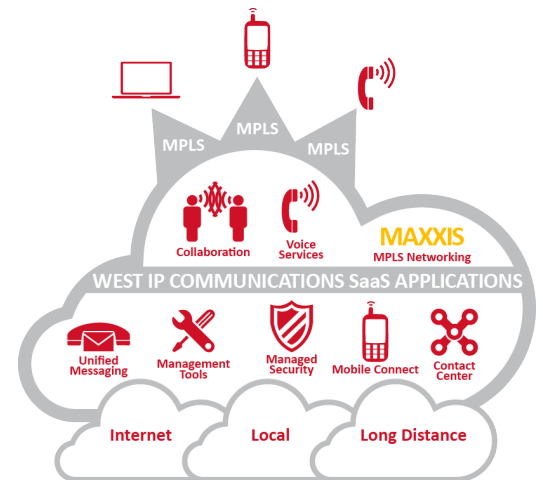
The MAXXIS Application Aware Network provides the infrastructure your business needs to deliver real-time applications and provide connectivity for centralized, cloud-based applications. Built on a state-of-the-art platform, the network provides intelligent application-based routing, sophisticated management and control and unprecedented network performance in a single MPLS solution.

Enterprise Voice.

VoiceMaxx provides a suite of cloud-based, on-demand services including full PBX functionality, advanced enterprise and personal call management tools, and leading edge unified communication features. VoiceMaxx drives down the costs of voice communications while providing users with advanced feature packages designed to enhance accessibility, mobility and productivity along with sophisticated tools that give IT administrators an unrivaled degree of flexibility and control.

Unified Communications.

Communications applications that bring together the best-in-class tools for messaging, presence management, web collaboration, audio conferencing, fax, video and desktop integration—delivered as a powerful solution set and backed by a highly skilled services team that know how to help an enterprise plan for, deploy and utilize communications for maximum organizational impact.



Contact Center.

ControlMaxx allows your enterprise to adapt to changing business conditions, handle heavy call volumes, and adhere to quality assurance standards your customers demand. ControlMaxx addresses these challenges by delivering a sophisticated set of tools that provide full transparency and control of call traffic, along with powerful contact center capabilities, enabling an enterprise to deliver exceptional levels of customer service.

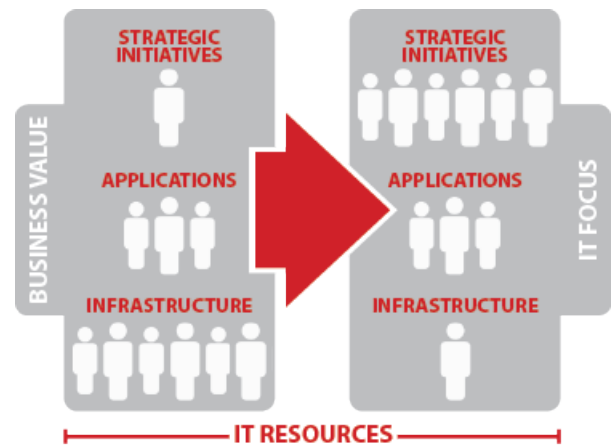
Management & Monitoring Tools.

Using MaxxPoint we give our clients full visibility into our network tools, analysis and ticketing systems to keep them informed, in real-time, of the status of their entire infrastructure and communications services. MaxxPoint combines the status of our clients individual networks with that of the West IPC core systems to provide live assessment complete with automatic event-based escalation and notifications.

THE WEST IPC EFFECT

With a cloud-based service platform that scales as your business changes, West IPC delivers much more than just voice and data. We provide all the communications tools your enterprise needs to work—each hosted and managed by West IPC and delivered as a service over any MPLS network connection.

Our powerful web-based management interface gives your IT staff visibility into your entire communications platform and provides greater control of service delivery. This frees them from day-to-day operational burdens, so less time is spent managing infrastructure and applications and more time is devoted to your strategic IT business initiatives.



THE WEST DIFFERENCE

Experience.

Our focus has been on serving large-scale enterprises operating in geographically dispersed locations. And in serving those enterprise clients, we have seen nearly every challenge possible over the past 10+ years. Because our involvement extends to the smallest of details, our understanding of your system and the business needs that underlie its design is second to none.

Expertise.

From our network operations center to solution design, account management, and procurement, our team is comprised of people who are brilliantly ingenious. The kinds of people who read Cisco manuals for fun and who review the latest draft ITU standards to catch errors. We are not a collection of people with a passing interest in technology who are chasing the latest “new thing.” We are committed to advancing our knowledge and the industry as a whole.

Service.

Experience and expertise without a commitment to service has no value. The competitive landscape is littered with firms having expertise but no empathy or connection to their customers. We truly value our customer relationships. We understand and acknowledge the potential risks that come with large-scale system changes. And so we built a process to mitigate risks from the very beginning. We listen, question, and understand before all else. We recognize that there is nowhere to hide from a customer failure and that a failure of any type puts our very existence at risk.

ABOUT US

Since 2000, we have been continuously pushing the boundaries of what’s possible with unified IP communications.

Founded by a team of IP technology industry veterans, West IPC has pursued a singular vision: to build a scalable, on-demand, hosted IP communications platform specifically for enterprises, one capable of delivering a complete package of enterprise communications services and applications which can be fully integrated into existing business processes.

Our goal has always been to unleash the promise of IP networking—to drive it into every form of enterprise communications and take advantage of IP’s inherent scalability, control, integration and utility as a platform for innovation and business acceleration. In short, we want to make IP a part of how your business works.

We designed and built a platform and an integrated suite of services specifically for enterprises that need to extend IP communications to hundreds or thousands of employees, in multiple geographic locations.

In 2011, we became part of West Corporation’s unified communications operating segment, which includes InterCall, bringing together the world’s largest conference and collaboration service provider with our leadership in next-generation application aware networks and cloud-based telephony services. These synergies create an entirely new category of provider in the enterprise communications segment.