

# Platform28 PBX. Communications as a Service (CaaS) for the Enterprise.

**Open Architecture. Deep Integration. Powerful Business Intelligence.**

Platform28 Cloud IP PBX delivers solutions for organizations with a hundred to tens of thousands of users. The platform combines voice, unified messaging, converged data & voice network management, security and more. We leverage a single, resilient platform to support the complexities of the modern geo-diverse enterprise, enabling our customers to more effectively balance IT budgets with the natural ebb and flow of their business.

- **Powerful cloud PBX**
- **Advanced features, including Contact Center, IVR, Call Recording and Speech Analytics**
- **Open architecture with deep integration capability using a single API**
- **Network design, management and security**

## **Feature Rich.**

Platform28 PBX is designed to support the demands of our enterprise customers, including stringent data security and compliance requirements. Features include IVR (supporting complex IVR with speech recognition), Web-Service integration, auto attendant, unified messaging, and advanced call routing with multi-language and skill capability, CRM integration, call recording, speech analytics, and business intelligence.

## **Converged Voice and Data.**

Platform28 leverages a native SIP-based environment, allowing voice and data to run over the same network connection. The Platform28 network is designed to effectively manage voice quality at each network segment from the end user to our geographically distributed data centers. Once connections are in place, Platform28 Self-Service Business Intelligence features allow users to visualize and report on the strength of the converged network and proactively address issues, from a phone that failed to boot to a storm-related network issue, for example. Native SIP enables automatic business continuity and traffic redirect that ensures the platform maintains a minimum of 99.999% uptime.

## **Scalability Up. Or Down.**

Platform28 uses a pay-as-you-go, subscription-based licensing model, enabling our customers to manage IT spend in ways that actually conform to their business. Customers can easily scale, add or remove services, and only be charged for what they use. This represents significant cost savings. It also presents an opportunity for businesses to cost effectively try out new tools that improve customer experience, like IVR with speech recognition. Additionally, many customers are not prepared for a forklift replacement of all of their legacy solutions. The Platform28 licensing model allows customers to deploy only the features they need today (with easy integration to existing systems) and provides a roadmap to unification across the enterprise.

## **Self-Service Business Intelligence.**

Platform28 features a complete business intelligence and analytics solution that delivers real-time information on activities throughout the enterprise. Dashboards feature maps, reports, and a Performance Index (customized by user or role) that allows users to see real-time and historical information that is most relevant to them. The Platform28 open API enables simultaneous aggregation and display of system data and customer CRM data, delivering a powerful 360-degree view of the organization. The API also allows data to be displayed within the customer's own system.

## **Cloud, Premise, or Hybrid. A Single, Resilient Solution.**

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## **Absolute Security.**

Platform28 solutions are delivered in the way that most effectively meets our customers' unique security, feature and budgeting requirements. Customers leverage our cloud via geographically distributed data centers, connecting to the same fault tolerant equipment leveraged by Platform28's Tier1 Telco carrier customers. The solution can be implemented as a private node within our data centers, or at the customer's premise to meet security or compliance requirements. A hybrid model leveraging both public cloud and private node can be implemented to conform to security and disaster recovery needs.

## **Integration Via Open API.**

Platform28 publishes a single API using a REST web service that enables our customers to easily integrate CRM systems and enterprise applications, as well as manage all aspects of the platform directly within their own systems. Our customers can build intelligent communications applications that are directly connected to the PSTN, leveraging Platform28 features.

## **About Platform28**

Platform28 offers an easily customizable Communications-as-a-Service (CaaS) solution to contact centers that need a comprehensive, highly scalable communications platform. Platform28 serves enterprises, Tier1 carriers and government agencies with a platform that supports 150,000 active users and 600,000,000 interactions monthly. Platform28 delivers powerful business intelligence, true open architecture, absolute security and real scalability.

Interested to find out more? Contact us at [info@platform28.com](mailto:info@platform28.com) or find us at [www.platform28.com](http://www.platform28.com)