

Ancillary Services

The **FUSION** of Total Program Support With A Superior Product Delivery Platform

Opens Up A Whole **NEW UNIVERSE** of Customers and Profitability

Many companies will tell you they offer VoIP or IVR, but most can't deliver a complete solution. Some offer a platform, but no provisioning. Others can provision, but have no billing engine. In other words, their solutions can barely get off the ground. You – and your customers – want more. Much more. Welcome to our world!

It's not merely that our product suite is superior. Our total program support is the other half of the equation. From customer service to backup power, training to provisioning and billing, you can rely upon Intelliverse to provide everything– or just some things. We will work with you to create the perfect plan for your offering.

PROVISIONING

The Intelliverse Platform includes a web-based interface through which services can be ordered and maintained. For companies with existing provisioning systems, flexibility is built into our systems so we can integrate smoothly into yours. Our provisioning & billing interfaces and APIs merge right into your existing systems & business infrastructure.

CUSTOMER SERVICE

Your customers never have to guess whether they're experiencing a hardware or a service problem. We'll train you to deftly manage your own customer support using APIs from the Platform to your own CRM package, or you can choose to outsource your support to Intelliverse. Intelliverse keeps your support costs down & your customer satisfaction high.

BILLING

Confidently send out accurate invoices to your customers using data provided by the Intelliverse Platform. If you don't have a billing system, Intelliverse can suggest 3rd party providers which have been certified and integrated with the Cloud Services Platform.

TROUBLE TICKETING

Keep track of customer support issues and escalations by integrating your own trouble ticketing system with the Platform's APIs. Don't have one? Intelliverse can recommend 3rd party solutions ranging from open-source to enterprise-class solutions.

DATA BACKUP & RECOVERY

Intelliverse will recommend a data backup procedure including on-site and off-site storage to ensure that your customer data is safe. The Platform has been designed to integrate with your existing backup systems or Intelliverse can help you purchase a new backup system.

MONITORING & ALARMS

Your Network Operating Center (NOC) will need a real-time dashboard to ensure the Cloud Services Platform is operating at peak performance. With this in mind, Intelliverse has designed the Platform to send such diagnostic and performance information to an external monitoring system.

POWER/UPS BACKUP

If you will be hosting your Cloud Services Platform in a carrier collocation space, backup power is most likely provided. In a private datacenter, Intelliverse will help you ensure that you have sufficient power to keep the platform operational during a power outage.

**Intelliverse
Cloud Services
Platform**