

**nuwave**  
powered by  **ipilot**



**zoom**phone

 **webex**  
by CISCO

 Microsoft Teams

SEPTEMBER 2023

**nuwave**

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# NUWAVE Communications


## PROVEN EXPERIENCE & RELIABILITY





As a Global Voice Carrier, **NUWAVE has 20+ years of experience** delivering communications services to customers worldwide and developed **iPILOT** - an **Award-Winning SaaS Platform** to manage and deploy NUWAVE's hosted Direct Routing Service for Microsoft Teams.


 **CLOUD VOICE**  
Carrier-Grade, Cloud Voice for BOTH Operator Connect and Direct Routing

 **TEAMS SMS**  
Send Texts, images and more with Business Texting for MS TEAMS

 **FAX INTEGRATIONS**  
On-Prem and Cloud Fax Integrations for your Cloud Voice Solution

 **iPILOT AUTOMATION**  
First in class, voice automation, provisioning, and management platform

 **CALL RECORDING**  
Compliance Call Recording with AI integrations and scripting

 **ANALOG INTEGRATION**  
Whether you have on-prem or analog devices, iPILOT has solutions for your needs

 **Microsoft Solutions Partner**  
Modern Work  
  
Specialist  
Calling for Microsoft Teams Meetings and Meeting Rooms for Microsoft Teams

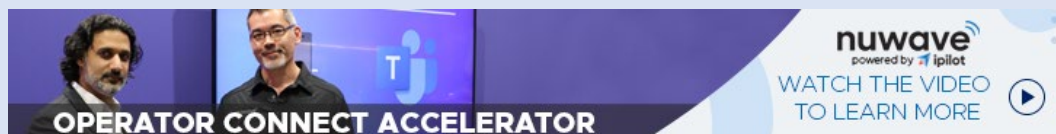
 **webex by CISCO**  
  
Certified Calling Provider

 **zoom**  
Authorized Distributor

### Why NUWAVE?

- ✓ No Onsite Hardware, reduced CAPEX. Only an Internet Connection is Required.
- ✓ 1 to 1 Connect to Microsoft via Azure Peering Services
- ✓ Deployment Support with dedicated Porting and Engineering Specialists
- ✓ Reduce Deployment Costs and Timelines by using the iPILOT Self-Service Portal

### A Few of Our Partners:





## Business Needs

The existing offer of taking an SBC, virtualizing or hosting it in a data center was complex. During covid Carousel also ran into hardware supply issues for physical SBC's. Additionally, bringing in new carrier services was time consuming. Professional service for manual builds takes time and can be resource intensive. Countless hours on network diagrams going back and forth was not the best use of time and Carousel would end up extending projects.

## Results

Carousel's customers can login and self-serve through their white-labeled version of iPILOT. It gives their customers complete control over their voice network while allowing for visibility into the Carrier side and provisioning side. Customers no longer need to run large provisioning scripts in order to do ongoing voice management.

## Approach



### **Faster Time to Market**

By using iPILOT and NUWAVE, Carousel can plan and deploy a Microsoft Team's phone offer quickly.



### **Increased Profits**

NWN Carousel newly stackable profit margins have increased while deploying customers in a much shorter time frame because they can now quickly enable multiple services through automation and provisioning of OEM and other 3rd party software.



### **On-Demand Cloud Enablement in minutes, not months**

In a very short amount of time Carousel was able to turn up a 25,000 user multi-national organization.



### **Additional Feature adds through iPILOT**

In addition, they are now able to provide a full range of telephony services such as paging, ATA's, and Fax options. Disaster Plans have also allowed them to secure customers with stringent recovery and security requirements.



# An Innovative Solution for for Connecting Voice Services

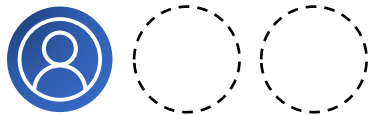
## Problem for Carriers:

Conventional Cost



Operator Connect, OCM, Zoom Phone BYOC, and Webex is costly to setup and scale.

Lack of Resources



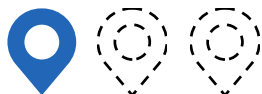
Sparsity of engineering & capable resources.

Time to Market



Delayed time to market in setup & complexity.

Conventional Cost



Carrier dependent on network infrastructure that can be limited in regional or global reach.

## NUWAVE Solution.

NUWAVE Solution



Only pay for what you use. NUWAVE's platform allows for maximum scalability.

Complete Automation



Zero-touch, fully elastic automated platform with a full Deploy, Manage, Support life-cycle enablement.

Time to Market



Deployment of your Microsoft Teams Operator Connect Offer, Zoom Phone offer, or Webex Calling in days, not months or years.

Global Reach & Scale



Geo Redundant Global Network Coverage through partnered Carriers/NUWAVE network in Operator Connect, Zoom Phone, and Webex

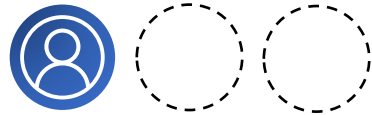
# the problem for CSPs.

The Market Opportunity

Losing Market Share

Operator Connect, Zoom Phone BYOC, and Webex Cloud Connect is only available to Licensed Carriers.

Lack of Resources



Sparsity of engineering, infrastructure & capable resources.

Time to Market

Months to Years

Delayed time to market in setup & complexity.

Conventional Cost



Carrier dependent, extended sales Life-cycle for Microsoft Teams, Zoom Phone, or Webex Cloud Connect.

## our solution.

NUWAVE Solution

Success Based

Only pay for what you use. NUWAVE's platform allows for elasticity and maximum scalability.

Complete Automation



Zero-touch, fully elastic automated platform with full Deploy, Manage, Support life-cycle

Time to Market

Enabled in 30 Days

Deployment of your Microsoft Teams Operator Connect, Zoom Phone BYOC, or Webex Offer in days, not months or years.

Global Reach & Scale



Access to Geo Redundant Global Network Coverage through partnered Carriers/NUWAVE network.



#### BYOC Platform

- ✓ **Expand your reach** by adding Global service and connecting to our geo-redundant, carrier-grade network.
- ✓ **Enhance your Microsoft Teams, Zoom Phone, or Webex Phone Service with additional feature adds** like SMS, Cloud fax, and Call Compliance.
- ✓ **Introduce your Voice Service to the Growing Operator Connect and Cloud Calling Zoom and Webex Marketplaces.**



#### Application Marketplace

- ✓ **White Label Ready** - Platform Full customer life-cycle management
- ✓ All-in-one platform to **manage your resellers, partners, and customers**
- ✓ **Zero touch provisioning** for your customers and resellers
- ✓ **Quote to Cash** – Easily provide a link for your customers and resellers to start a POC with your service

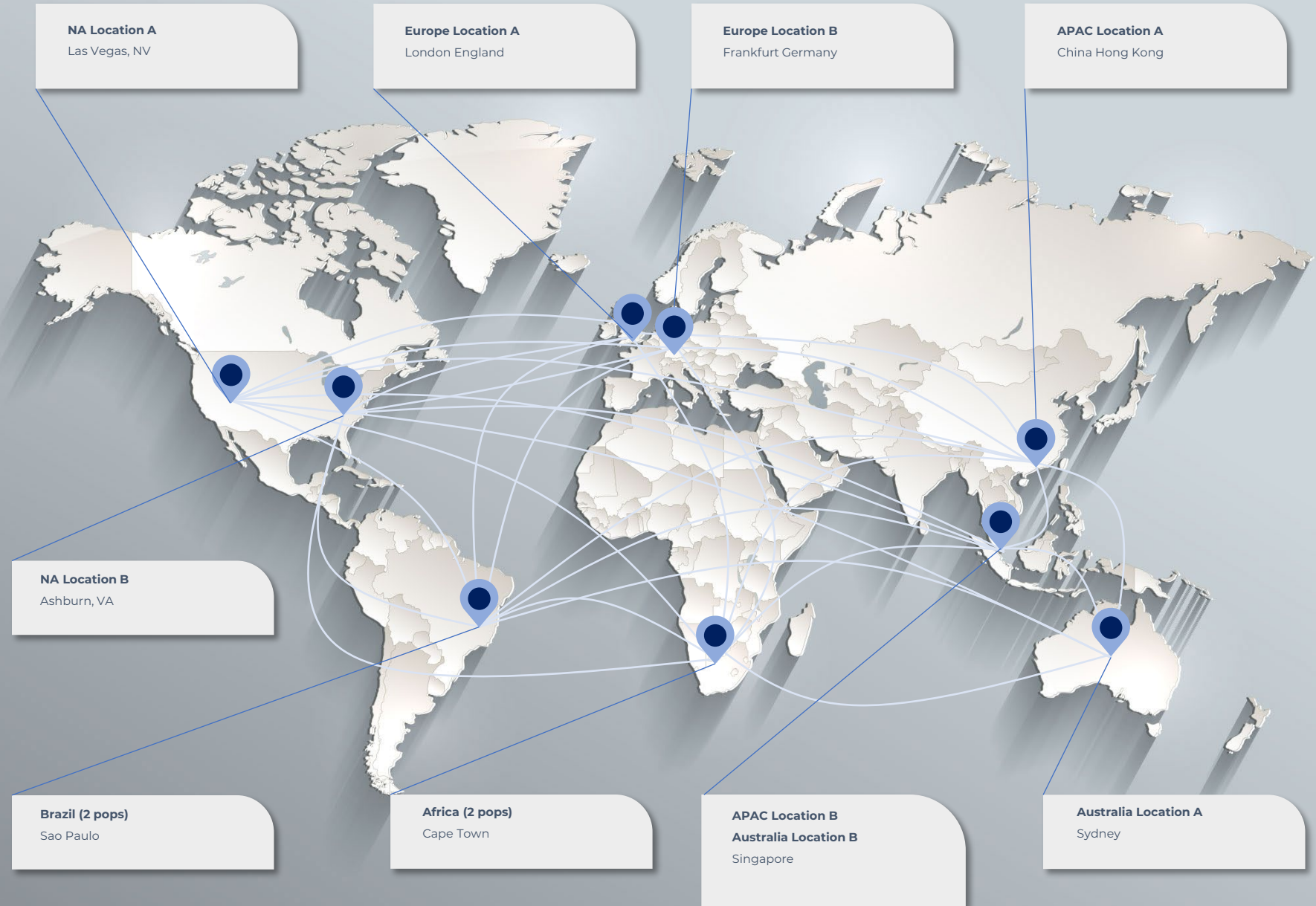




Easily **Connect**  
Your Services to  
Our **Global Marketplace**

### Global Network

- North America
- Europe
- South America
- Oceania
- Africa
- Asia Pacific



# Operator Connect Accelerator

## Built for Carriers

An Innovative Solution for  
for Connecting Voice Services

The SYNTHESIS platform is created to fill the gap and give speed to market for Carrier networks **looking to offer their own OEM Voice Services.**

By interfacing with OEM API infrastructures through **iPILOT** and acting as the “front end” for a partner’s network, **NUWAVE does all the heavy lifting**, essentially meshing the NUWAVE’s carrier grade redundant network with the partners’ for the most optimal routing and resilient delivery of services through Microsoft Teams, Zoom Phone or Webex Calling.

**SYNTHESIS Solves for:**

API Integrations

Global Connectivity

Automation/Management

MAPS/Zoom Peering Connection

White-Label Ready Solution





# The Business Case for Today's Market

## Single Pane of Glass

No easy way to connect your current service provider or to your existing Cloud architecture that enables your remote work. This results in a company managing a variety of different services while trying to tie them together, which causes higher overhead costs, operational complexity, and long response times from providers.

## Faster time to Revenue

Because of the complexity of provisioning, enabling your Cloud Network can take a long time to implement, sometimes having to wait weeks or months before getting your service or users up and running.

## Reduced Overhead & Cost of Administration

Connecting your Voice Network to your Cloud Office can have a complex onboarding and provisioning process, which requires extensive coding knowledge and a team of Engineers to be able to provision new users, assign new numbers or make changes to your current network.



Single UI  
Management



Faster Revenue  
Streams



Zero-Touch  
Provisioning

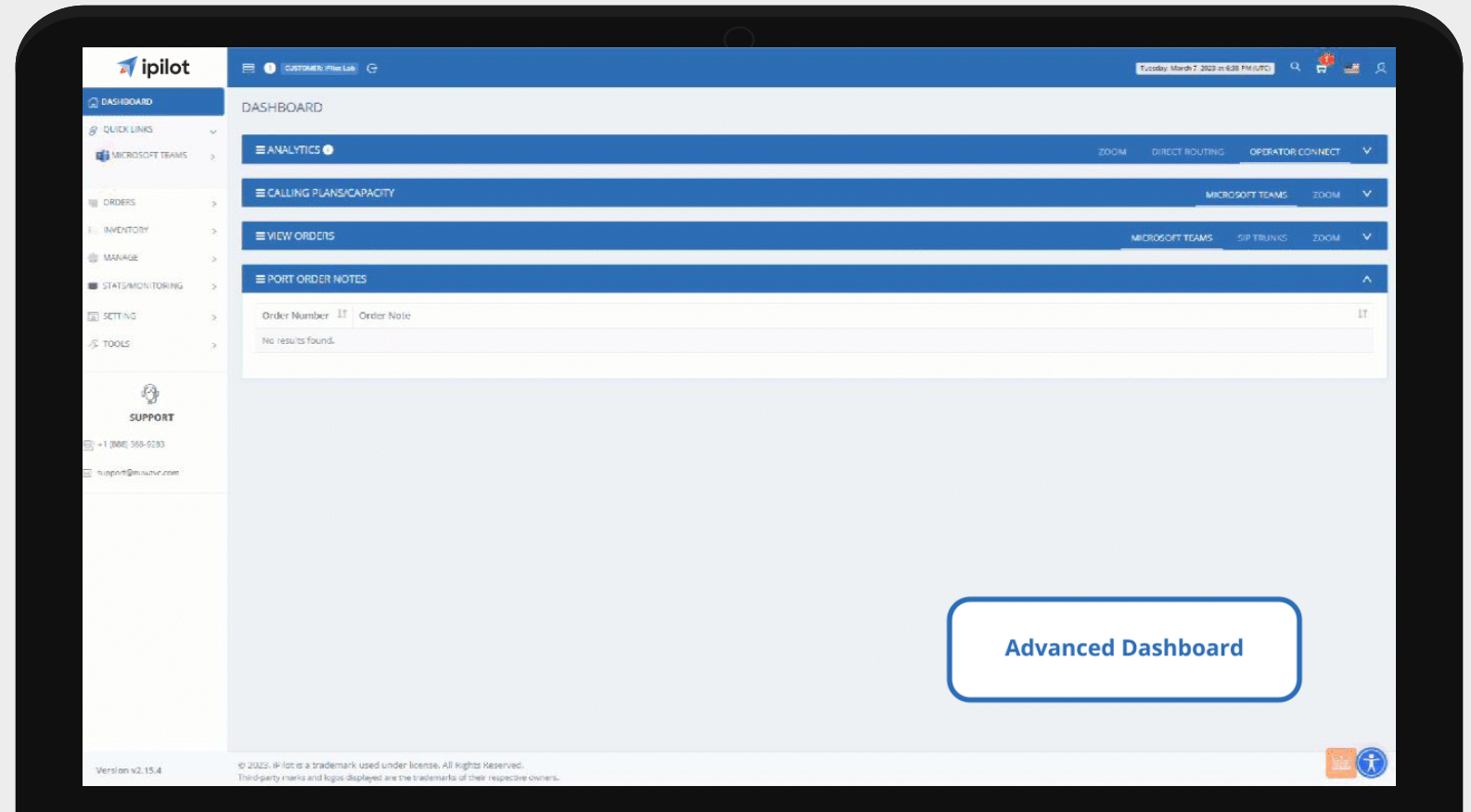


# An Advanced Microsoft Teams Management Platform

Easy to manage,  
White-label ready

iPILOT is a cloud-based platform that delivers comprehensive provisioning and lifecycle management capabilities for Microsoft Teams users.

iPILOT enables efficient deployment of Microsoft Teams & SIP through quick provisioning, capacity management and analytics for enterprises, carriers, and cloud service providers



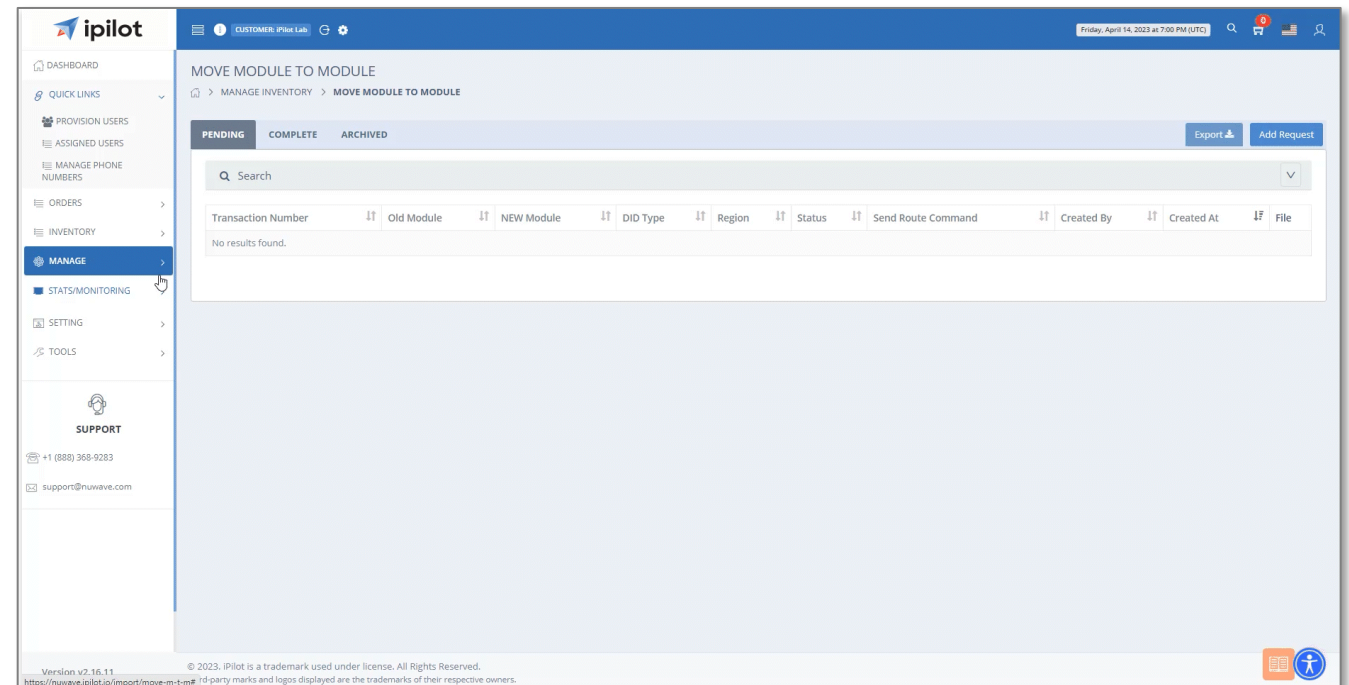


# Migration tools

## Migration Tools

Easy to use Migration tools for Migrating from or to different systems.

- Legacy PBX to Microsoft Teams
- From Direct Routing to Operator Connect
- Operator Connect to Direct Routing



## Disaster Planning:

Migration



### Planning

Versatile Disaster Plans with flexibility to mitigate multiple forms of outages for customers. Built in PBX Assessment tools to efficiently plan your migrations.

- PBX Assessment
- Disaster Planning
- Account Provisioning Staging
- Phone Number Self-Service Porting

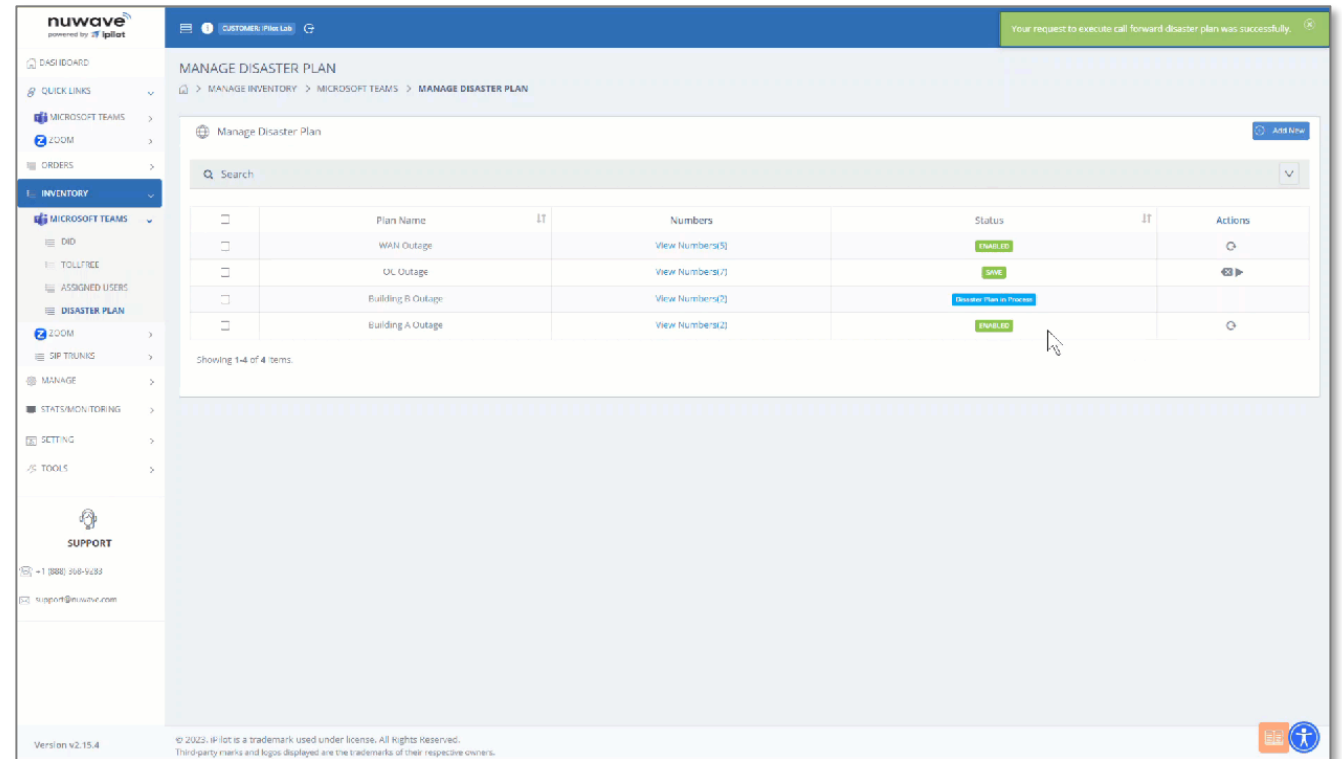
Planning



Automation



Analytics

Plan Name	IT	Numbers	Status	IT	Actions
WAN Outage		View Numbers(5)	ENABLED		⊙
OL Outage		View Numbers(7)	SAVE		⊙ ▶
Building B Outage		View Numbers(2)	Disabled Plan in Progress		
Building A Outage		View Numbers(2)	ENABLED		⊙

Showing 1-4 of 4 items.

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Migration



Planning



Automation



Analytics

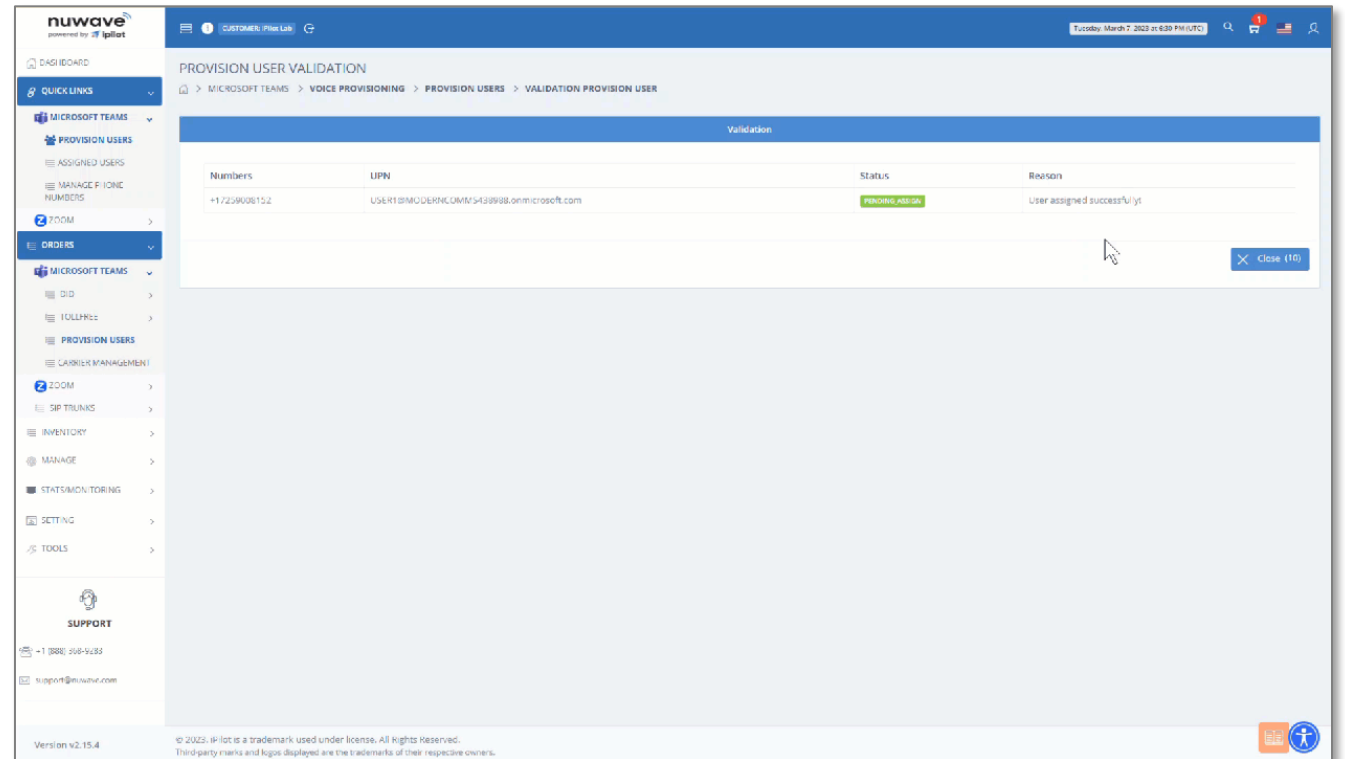


## Automation

End-to-end communications management platform that is unmatched in the industry with its high level of service availability and support.

- Number activation
- Direct Routing Tenant Configuration
- Bulk Phone Number Assignment
- MACD for Teams Voice
- Carrier Management
- iPILOT Controlled Operator Connect
- Phone Number Assignment

## Provisioning:



The screenshot displays the 'PROVISION USER VALIDATION' page in the nuwave interface. The page title is 'PROVISION USER VALIDATION' and the breadcrumb trail is 'MICROSOFT TEAMS > VOICE PROVISIONING > PROVISION USERS > VALIDATION PROVISION USER'. The main content area shows a table with the following data:

Numbers	LIPN	Status	Revision
+1239008152	USER1@MODERNCOMM5439988.onmicrosoft.com	PENDING ASSIGN	User assigned successfully

The interface also includes a sidebar with navigation options like 'MICROSOFT TEAMS', 'ASSIGNED USERS', 'MANAGE PHONE NUMBERS', 'ROOM', 'DIRIGERS', 'DID', 'TOLLFREE', 'PROVISION USERS', 'CARRIER MANAGEMENT', 'ROOM', 'SIP TRUNKS', 'INVENTORY', 'MANAGE', 'STATS/MONITORING', 'SETTING', and 'TOOLS'. At the bottom, there is a 'SUPPORT' section with contact information and a version number 'Version v2.15.4'.

Migration



Planning



Automation



Analytics

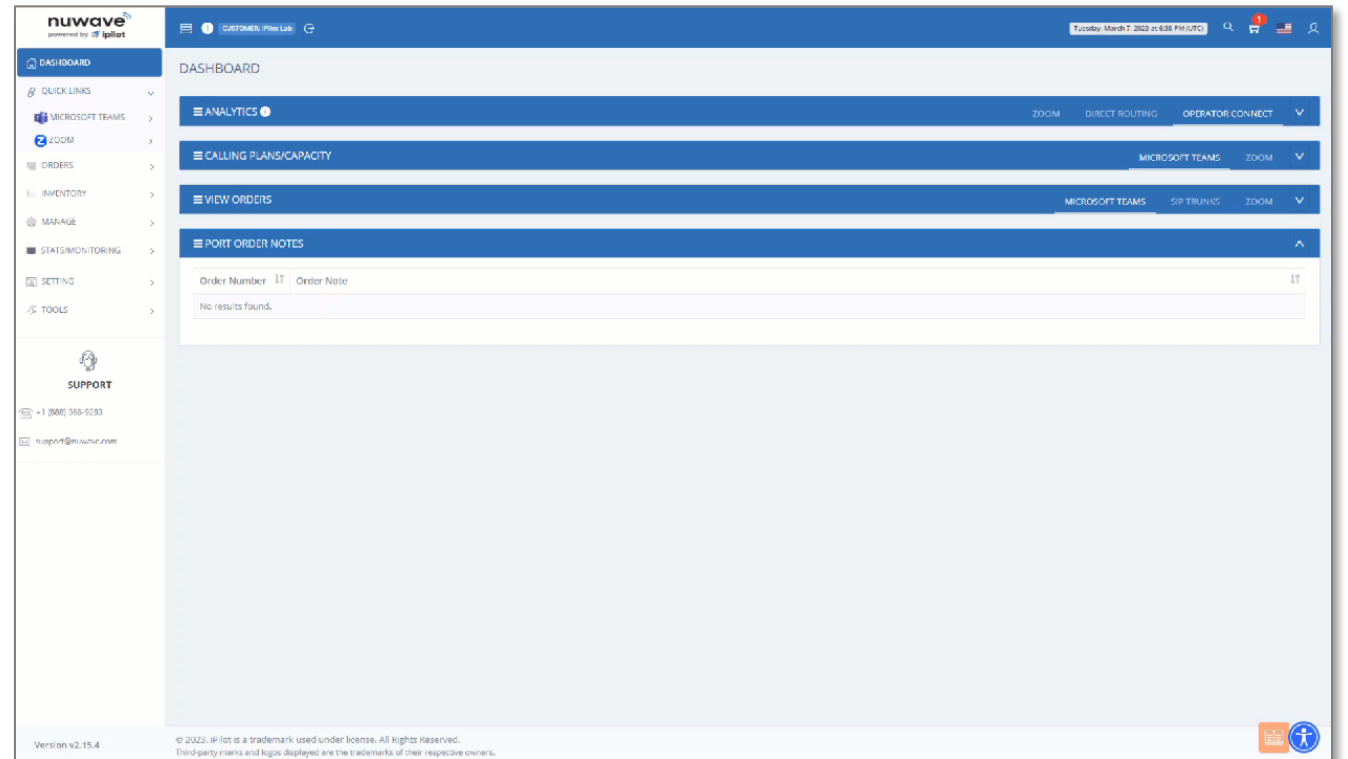


## Analytics

Full-service analytics and reporting features, including:

- Quality of service reports
- Call logs
- Call Data Records
- Call quality dashboard
- Error Status reporting

## Analytics:



The screenshot shows the nuwave analytics dashboard. The top navigation bar includes 'DASHBOARD', 'ANALYTICS', 'CALLING PLANS/CAPACITY', 'VIEW ORDERS', and 'PORT ORDER NOTES'. The 'ANALYTICS' section is active, showing a table with columns for 'Order Number' and 'Order Note'. The table currently displays 'No results found.' The dashboard also features a sidebar with navigation options like 'QUICK LINKS', 'MICROSOFT TEAMS', 'ZOOM', 'ORDERS', 'INVENTORY', 'MANAGE', 'STATS/MONITORING', 'SETTING', and 'TOOLS'. A 'SUPPORT' section is visible at the bottom of the sidebar, providing contact information for NuWave Communications.



1

## Welcome to the First Step in your iPilot Free Trial

Before getting started,  
there are a few pre-requisites that will need to be completed.  
Please follow the steps below in order to successfully launch your iPilot Trial.

Once you have completed the pre-requisites, please scroll down to step 2 below

## Create New Operator Connect Account

You can either follow the instructions in the documentation link down below,  
or follow along with an instructional video to create a new account.

Operator Connect Quick Start

## Helps SMB to Enterprise

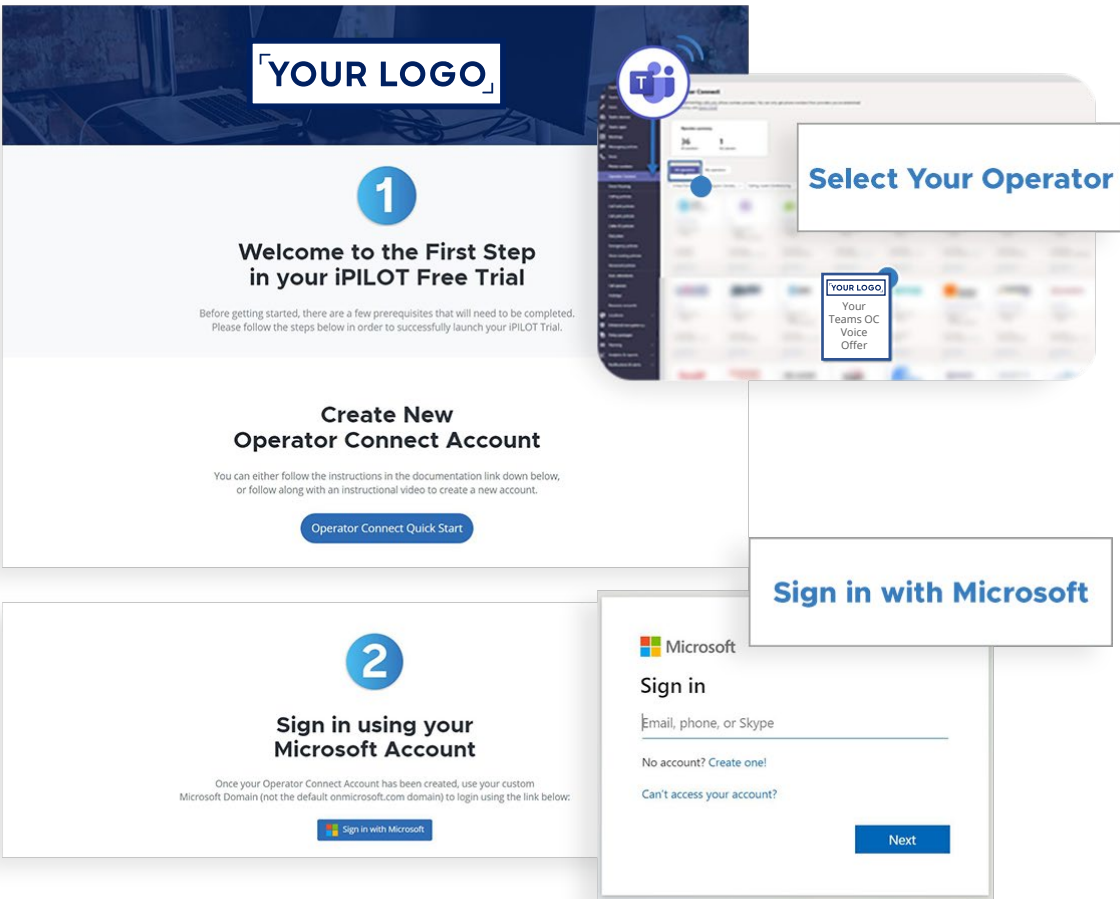
- **Solve for self activation** of Teams OC Voice Without sales or engineering and carrier dependency
- **Enable POC without much overhead**
- **End customers can consume POC** - Self-Guided provisioning of Microsoft Teams Voice users

## Self-Activation for Customers

- **100% automation** reducing the engineering time.

## Scale markets

- **Lowers overhead** - enabling Organizations without massive investment
- **Attracts potential customers** - Market to unknown SMB organizations through your website or Social Media
- **Speed to market** - Partners are up and running within 30 days



## Built for the scalable SMB Practice

iPILOT Ascent is a customizable landing page for customers to quickly signup for a Proof of Concept.

- 1 Build your Voice Offer for OC**  
Using iPILLOT and SYNTHESIS, **quickly meet the requirements to build your own Microsoft Operator Connect Voice Offer** and display it in the Microsoft Teams Admin Center.
- 2 Customize your Landing Page**  
iPILOT Ascent is a **customizable landing page** which allows you to share your own **unique url for your customers to signup for your offer.**
- 3 Sign up new customers**  
**Using their own Microsoft Account,** Customers simply need to follow the steps to **quickly sign up for a 60 day POC** of your Microsoft Teams Voice Offer.



# iPilot Proof of Concept

## Enable Free Trials

In only a few minutes, your customers can self-enable a specified, time-limited POC of your Microsoft Teams Voice or Zoom offer.

Enable your customers and partners with the most industry disrupting tool in the market.

### What you can include in your Free Trial:



Carrier Partner Voice Network



iPILOT's first in its class automated provisioning platform



Unified, Simple, and fast Microsoft Teams, Zoom Phone or Webex Cloud Calling Experience

## iPILOT Benefits

- ✓ Set-Up: Automated Provisioning including Self-Activation
- ✓ Duration: Free Trial periods can be customized as needed
- ✓ Carriers' Voice: Ability to enable Free Trials (Immediate Trunk & DID Availability)
- ✓ Built for the Global Market: Multi-Lingual User Interface
- ✓ Business Continuity: Extensive learning and knowledge base to leverage lower cost resources

iPILOT delivers the best unified calling experience in the market today.



Unified Solution



Single Pane of Glass Management



Global Compliance



Enabled in Minutes



# Key Features

\*NUWAVE offers OCA and Zoom Distribution, and Webex Cloud Connect

## Certified SBC Vendor

- ✓ Operator hosted SBC
- ✓ OCA supplies proxy SBC to Teams
- ✓ SBCaaS from OCA/Zoom/Cisco
- ✓ OCA/Zoom white label/Cisco Cloud Connect

## API Integration

- ✓ OCA/Zoom/Cisco supplies proxy/mediation API
- ✓ OCA/Zoom/Cisco dedicated API module per partner
- ✓ OCA/Zoom/Cisco hosted (white-labeled customer portal)

## Network Connectivity

- ✓ Operator peering to Microsoft via MAPS
- ✓ Peering to OCA via MAPS
- ✓ No integration (OCA white label) MAPS
- ✓ Direct Peering with Zoom Phone

## OSS/BSS Integration

- ✓ API bridge to partners OSS/BSS
- ✓ No integration (OCA white label portal)

## Telephone Numbers

- ✓ Operator is the range holder
- ✓ NUWAVE is the range holder

## SIP Trunk Connectivity

- ✓ Peering service
- ✓ Private trunk

## Migrations

- ✓ Cross-product migrations (OC/TPM/DR)
- ✓ PBX and cross-platform migrations (e.g., Avaya to Teams)  
Customer migration to Teams  
(provisioning users and numbers)

## Customer management interface

- ✓ Combined interface for DR and OC
- ✓ Sales engagement and workflow automation
- ✓ Provisioning and management automation

## Billing integration

- ✓ OCA/Zoom hosted billing service
- ✓ OCA/Zoom supplies billing integration
- ✓ OCA/Zoom white label for telcos (portal)

# Key Features

\*NUWAVE offers OCA and Zoom Distribution, and Webex Cloud Connect

## GTM support

- ✓ GTM training
- ✓ Market sizing and market opportunity analysis
- ✓ Template tooling to generate a landing page

## Supportability and monitoring

- ✓ 24/7 Network monitoring analytics
- ✓ 3rd Party Ticketing system integration via API
- ✓ Service Availability SLA
- ✓ Software Lifecycle Management

## Integration & Interoperability

- ✓ 3rd Party ISV integration via API
- ✓ Contact Center Integration
- ✓ Emergency services integration

## Security and Compliance

- ✓ Compliance Call Recording
- ✓ Robocall & Spam prevention

## Licensing

- ✓ Zoom Licenses Available
- ✓ Assistance with Microsoft Licensing

## (Legacy) Devices & Analog support

- ✓ Analog support (paging systems, lift phones, fax machines, ATAs)
- ✓ Legacy devices support (PBX's, desk phones)
- ✓ Personal and meeting room devices

## Channels & Resellers

- ✓ White labeled portal for resellers
- ✓ Custom SKUs / plans

## How NUWAVE's ISO Certifications Benefits NUWAVE Partners



NUWAVE has recently increased its security posture by adding 3 more ISO certifications to its existing ISO 27001 status. ISO 27017, 271018, and 27701 certifications are now also in place for meeting the NEW Industry standard for protecting Enterprise Cloud services that NUWAVE takes to market to customers and enables through its Partners.



NUWAVE has chosen to implement the most trusted global security certification, audited by independent bodies to ensure compliance with strict standards of practice, fostering trust and assurance.

**Reduces**

the risk of cyberattacks...

by processing customer data securely according to best practices.

**Improves**

process and strategies...

by creating repeatable systems of accountable measurement.

**Increases**

system and business resiliency...

by designing and testing business continuity management.

**Aligns**

to customer requirements...

by recording customer requirements and auditing compliance.

**Structures**

policy to comply with complex regulations...

by documenting regulatory obligation and auditing compliance.

**Establishes**

trust, confidence and assurance...

because NUWAVE adheres to an international standard with measurable accountability to partners and customers.

**Thankyou**