nuwave

powered by ipilot

zoomphone

Overview

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The New Hybrid Work Model

The need for a unified experience

The Surge in Video Meetings

Video conf surged in 2020 In 2021, video conferencing became the must-have UC&C application to support hybrid work. video is a more proven way to collaborate effectively

Unified Communications & Collaboration (UC&C) Voice and Messaging

Demands to offer multiple means of communicating—calls, voice, video meetings, and enterprise-grade messaging.

Team Collaboration as the New Dial Tone in the COVID Era

Many front-line worker jobs depend on team collaboration. Remote knowledge workers rely heavily on team collaboration tools

Intelligent UC&C Platform with team collaboration

Transition from analog features to true intelligent communications platforms. Seamless Modalities and Full Functionality

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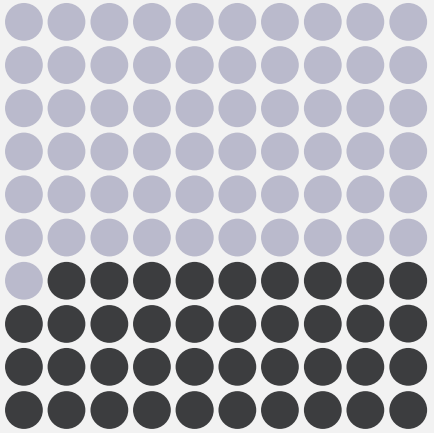
Future of Work

Demands:

- Seamless modalities and full functionality
- Robust analytics
- Automation
- Intelligence
- Easy processes
- UC&C + contact center
- Voice cloud migrations & hybrid cloud
- Team collaboration - the only way to make remote work a success
- APIs and new experiences
- Marketplace for integrations

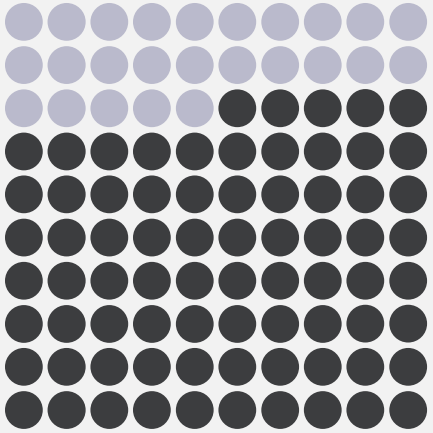
Gartner Research Report

39%



Knowledge workers surveyed said they may leave their job if they're expected to fully return in person

75%



Hybrid/remote workers have increased expectations around workplace flexibility

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More than meetings, Zoom is focused on full UC&C platform

"I truly believe that a flexible workforce is something that employers will need to accommodate in order to have the best shot to attract and retain talent. As leaders, we need to consider what is possible and how we can best position our colleagues and organization for success. To help employers meet workers where they are, Zoom is building products that bridge the remote and in-office worlds. We've innovated our way from a video conferencing offering to a comprehensive communications platform that powers every type of organization."

Eric S. Yuan
Founder & CEO
Zoom

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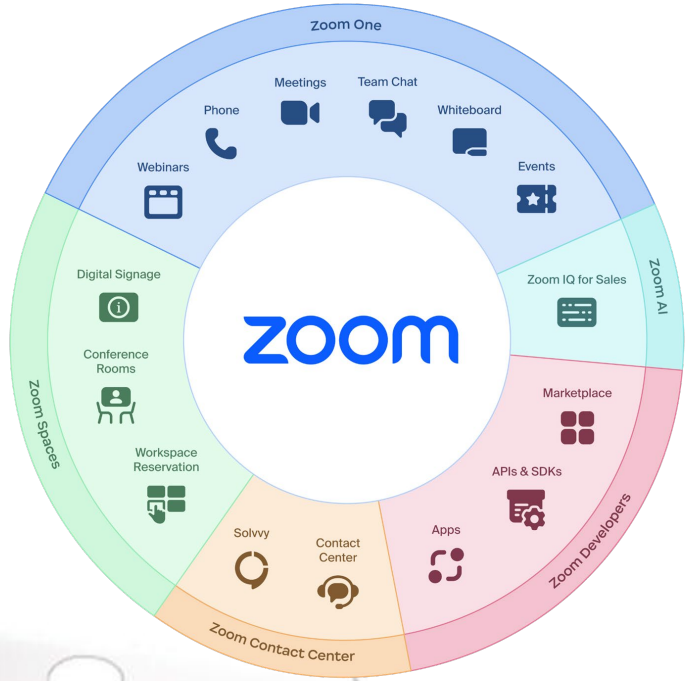
Power of the Zoom Platform



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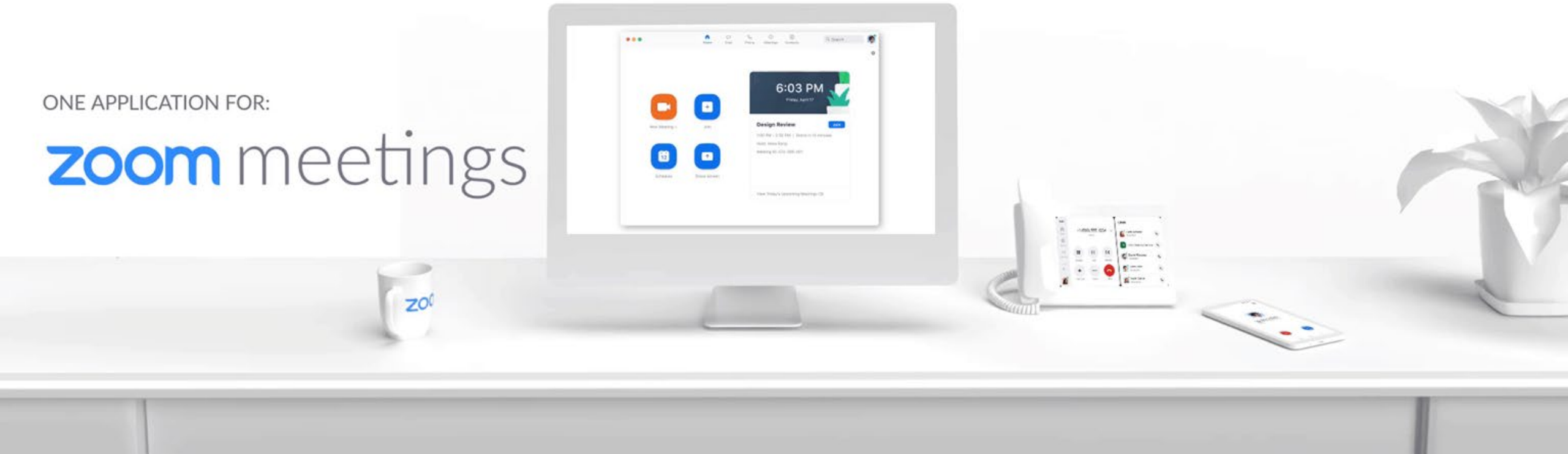
The Power of One

Reduce the complexity in your telecom portfolio and enable users to move effortlessly between:

One application running on one platform all delivered on a single core architecture.



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Capabilities

Modern Phone Solution

Full-featured Cloud PBX Domestic & International PSTN, Seamless workflow with Zoom Meetings

Centralized Management

Single point of administration, call detail reporting, analytics & monitoring

Secure & Reliable

QoS delivered by an adaptive rate codec, End-to-end encryption (beta), globally distributed datacenters, secure HD voice

Robust Hardware Ecosystem

Broad set of hardware options from handsets to analog devices and infrastructure.

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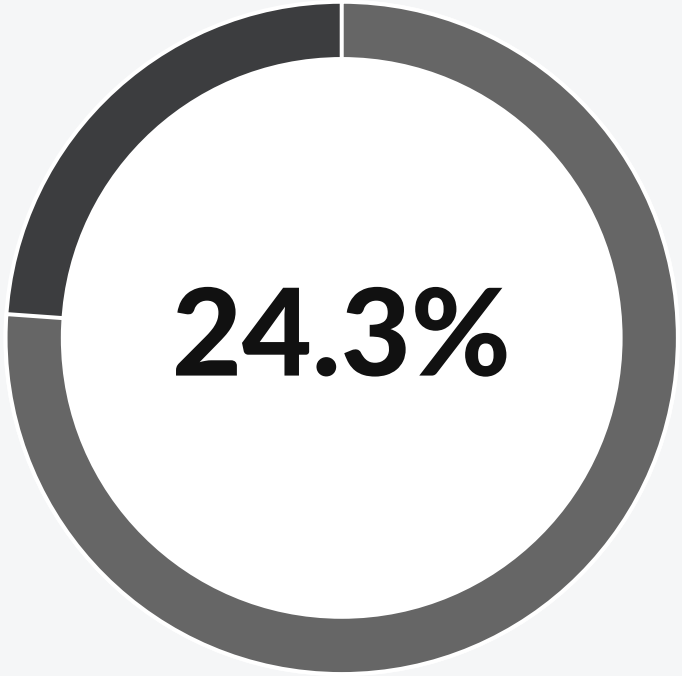
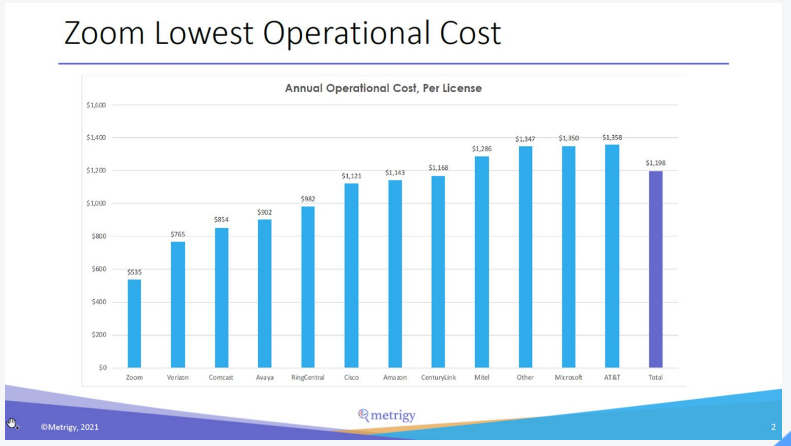
Standardize and Lower Your Costs



Average savings with switching to Zoom for 10K employee organization over 4 years

Metrigy Research, 2021



© 2021 Zoom Video Communications, Inc.

ZOOM 101: Phone Features

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Modern Phone Solution

Full-featured cloud PBX

Modernized, intuitive usability

See: All ZOOM VoIP Features for more info.

Elevate call to meeting	Transfer incoming calls to meetings	Dial by name directory	Call recording	Call Monitoring
Video mail	Exec/ admin line appearance + delegation	Set up work hours	Voice message transcribing	Intercom
Call Flip move calls between devices	Move mobile app calls across Wifi/ data and carrier	Call masking / privacy	Shared voicemail	Compliance features

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Example Zoom Phone Customers

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Our Network

SETTING NEW STANDARDS

Delivering Enterprise Voice for **10+ years without a customer facing service interruption**

THE STRENGTH OF THE NETWORK

- **Carrier Grade Infrastructure.**
- **Global Coverage – North America, EMEA, APAC**
- **1 to 1 Connect to Zoom Phone Exchange**
- **Fraud Detection & Monitoring**
- **Complete Redundancy:**
  - Equipment, Power, Cooling, Access & Storage
- **Future Proof World Class Technology**
- **Disaster Plan support**
- **Committed Quality of Service**

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Global Network

North America

Europe

Asia Pacific

South America

Oceania

South Africa

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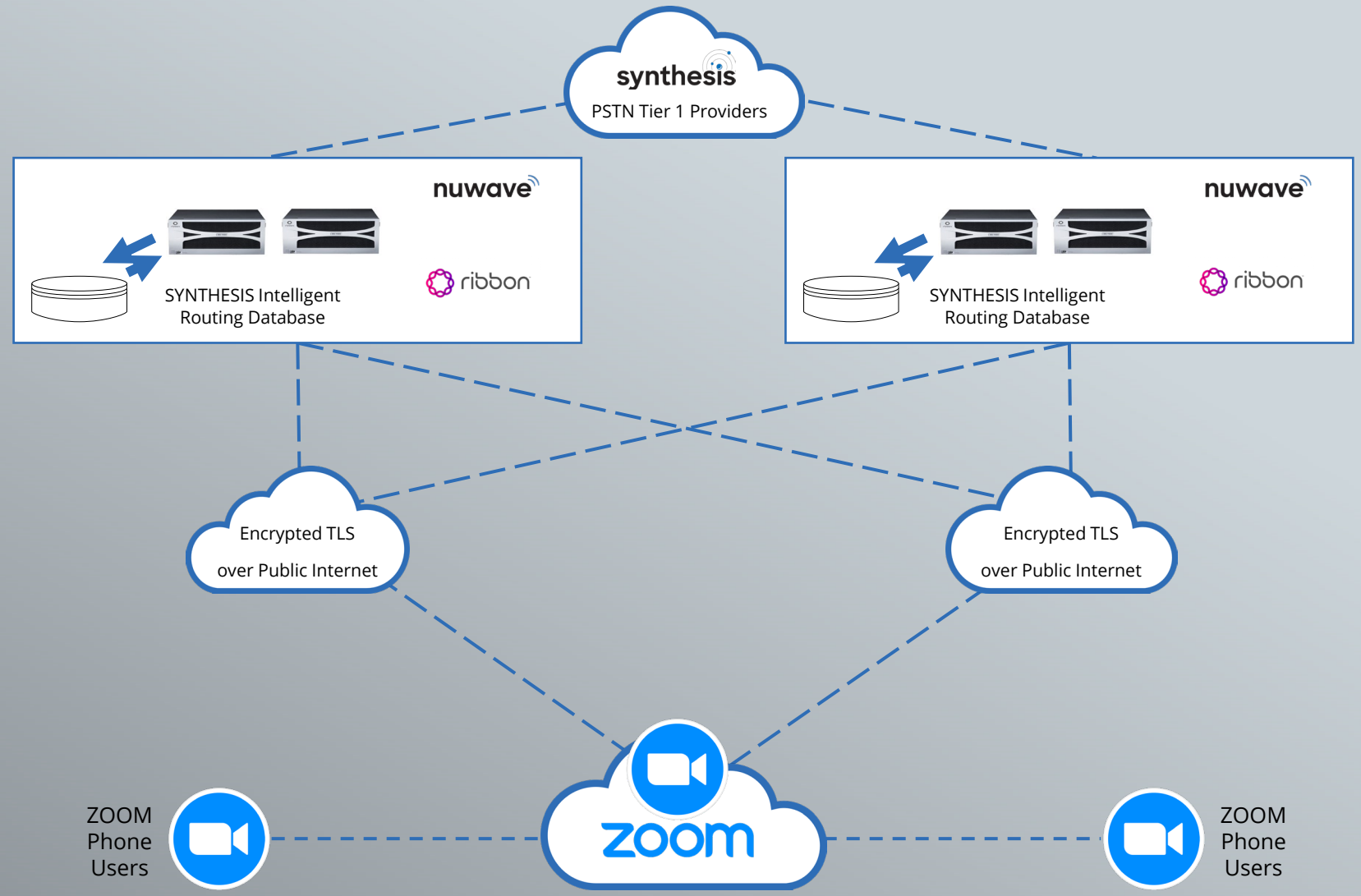

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ipilot

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Communications Provisioning in Minutes, not Months

Unified

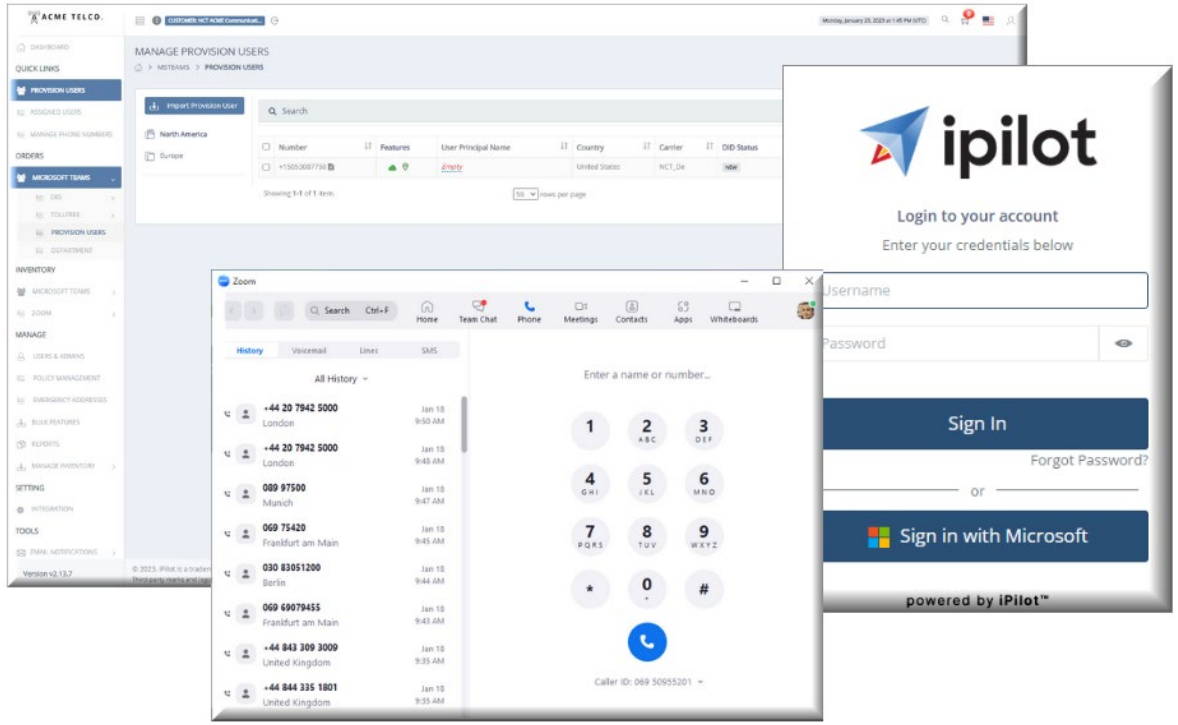
iPILOT™ offers a single pane of glass view and control of your entire global communications infrastructure.

Simplified

iPILOT™ simplifies the onboarding & tenant provisioning process into a single workflow that can be managed by non-technical personnel.

Fast

iPILOT™ reduces the time to market for Zoom Phone customers to minutes, not months.



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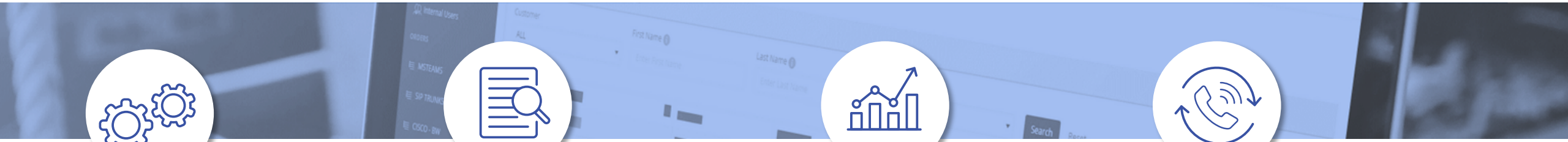

Automation

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

- Number activation
- Zoom Phone Configuration
- Bulk Phone Number Assignment
- MACD for Zoom Phone
- Carrier Management
- iPILOT Controlled Phone Number Assignment

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

Analytics

Full-service analytics and reporting features, including:

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

Administration

Versatile features built into iPILOT that help you manage your phone system.

- Call Forwarding
- International Calling Restrictions
- CNAM
- Emergency Calling Services
- Department Admin Role Based Access

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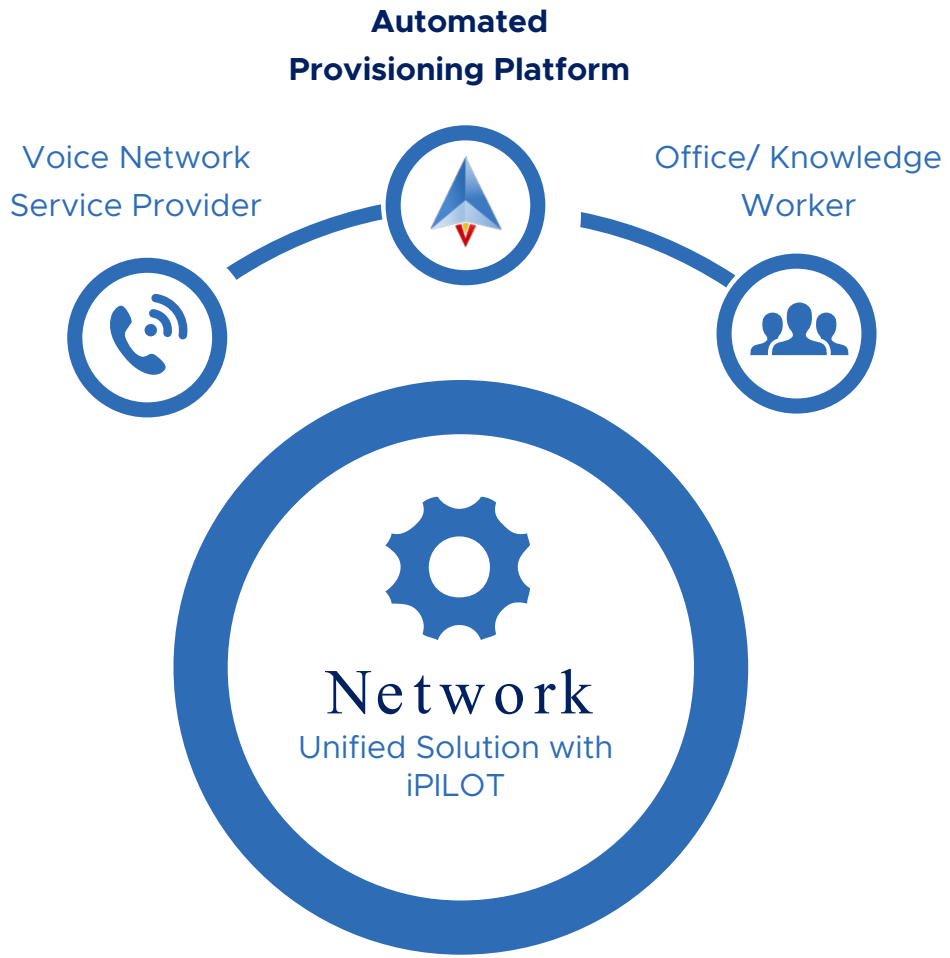
By connecting, automating, and orchestrating your global onboarding, provisioning, and management, you can do in minutes what previously took months and with significantly less cost and resources.

Unified Solution with iPILOT

- ✓ Self Service Portal with Dashboard View – No Custom Code or Add Ins
- ✓ Simplified & Automated – Planning, Provisioning, Onboarding, MACD Support
- ✓ Number Porting, DID Management, International Calling Enablement
- ✓ Dynamic E-911, Pre-Configure Disaster Plan, Carrier Level Call Forwarding
- ✓ Capacity Planning with Real Time Graphs of Inbound & Outbound Calls
- ✓ Carrier Management – Manage any Direct Routing from another provider
- ✓ Automated Legacy PBX Assessments with Gap Analysis
- ✓ Specialized Solutions – E-Fax, Overhead Paging, Call Recording, SMS
- ✓ Managed Services – Local SBC, Gateway, Devices
- ✓ Professional Services Available for Custom Call Flow & Auto Attendant Design



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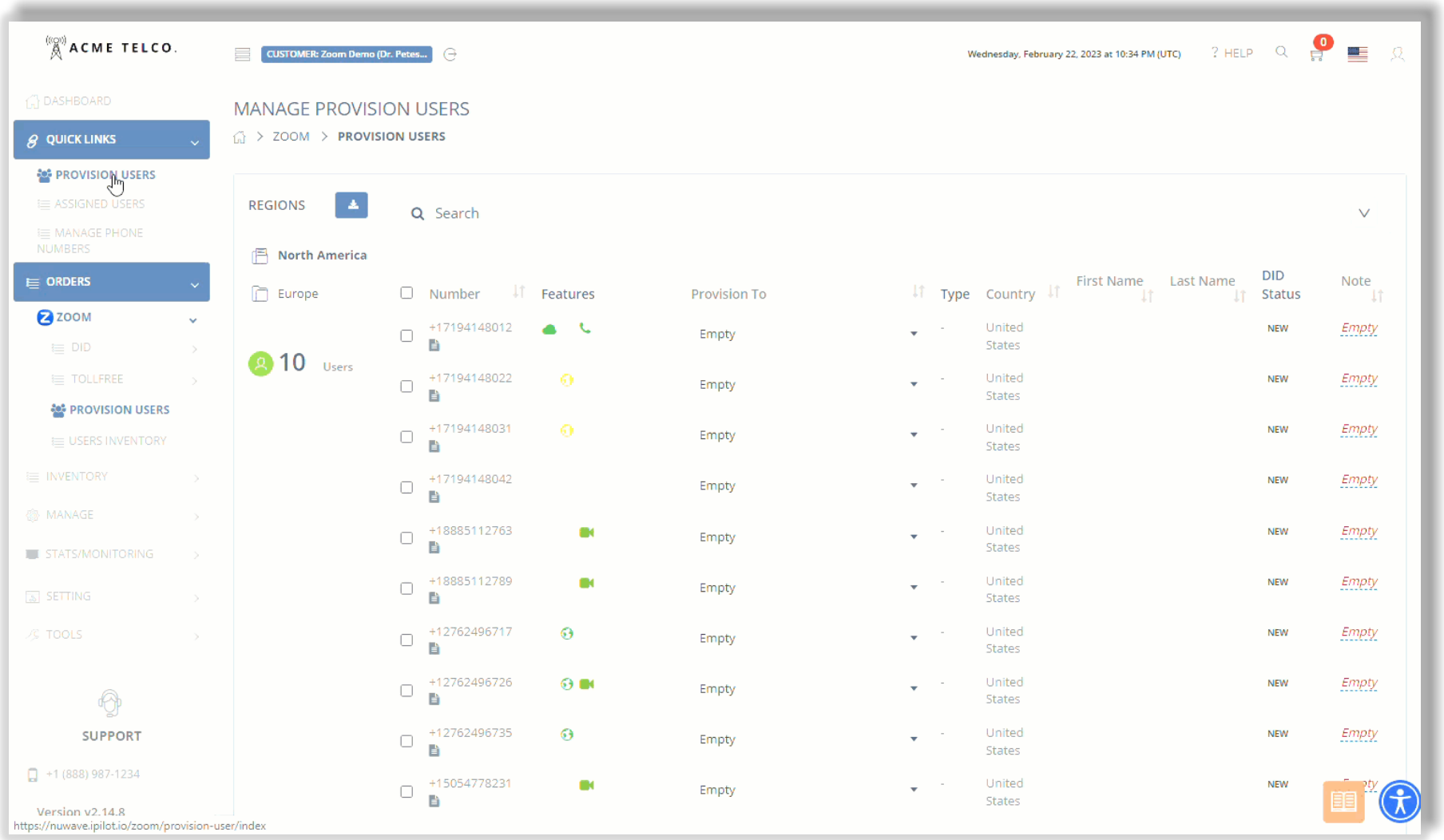
iPILOT & ZOOM:

Direct Account Provisioning

Instantly Assign Numbers

From the iPILOT Portal, you can instantly assign phone numbers to:

- Users
- Auto Receptionists
- Call Queues



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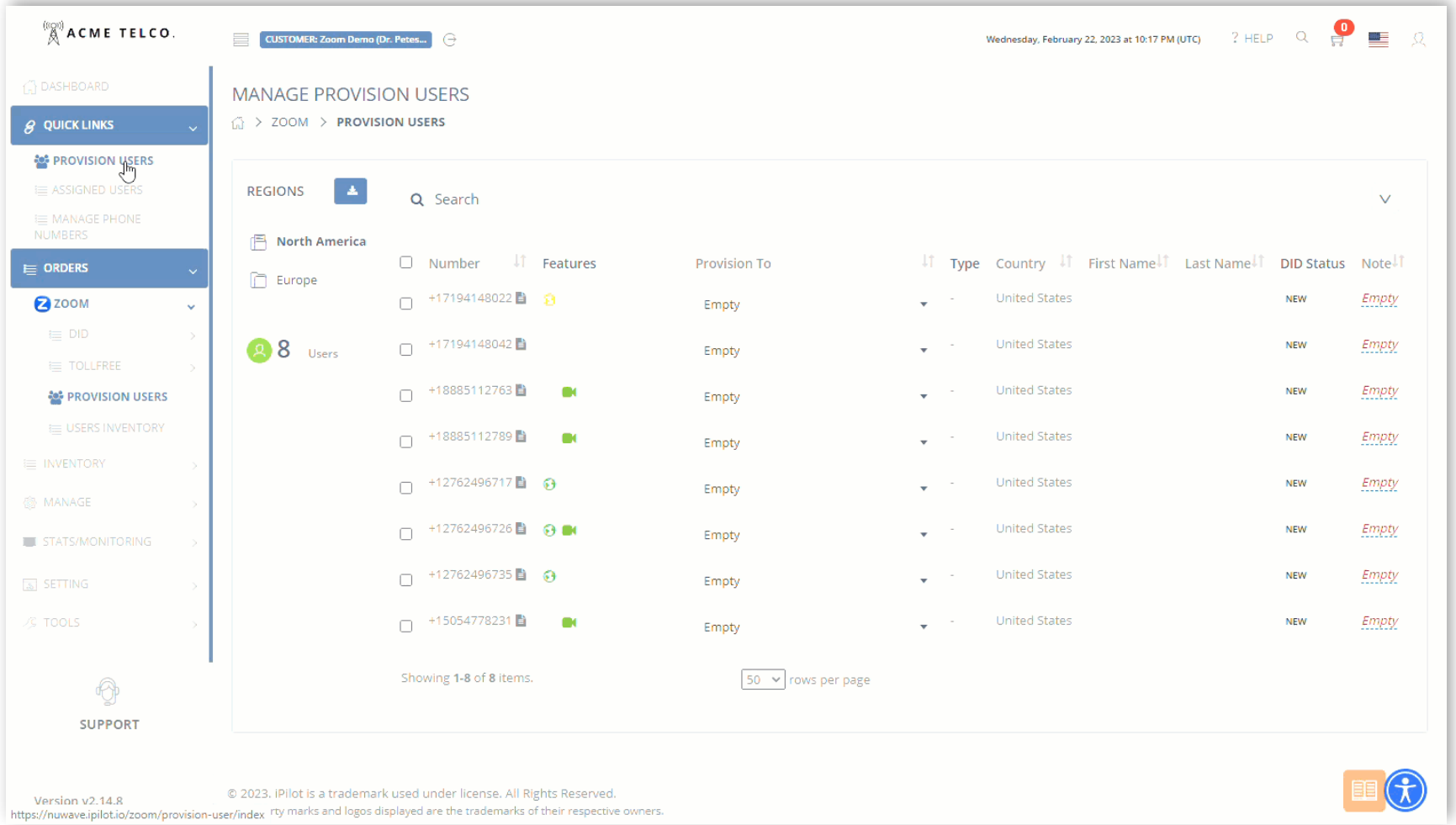

iPILOT & ZOOM:

Peering Numbers

From the iPILOT Portal, you have the option to simply peer a number.

This adds the number to your ZOOM Phone Number inventory.

Assignments include:

- User
- Zoom Room
- Common Area
- Cisco/Polycom Room
- Auto Receptionist
- Call Queue
- Shared Line Groups

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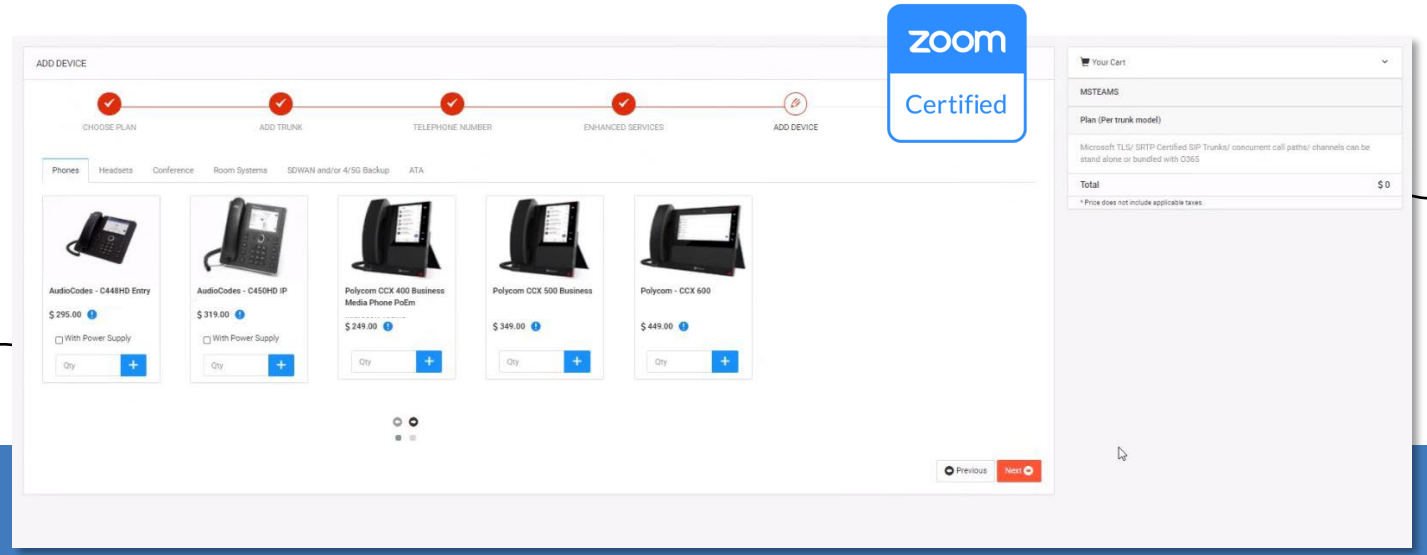
Automated Device Procurement



- One Stop Shop For All Your Endpoint Requirements.
- Option To Use Your Existing Buying Relationships.
- Lab Tested By NUWAVE For Zoom

Handsets

Zoom Meeting Room

Board Rooms

Any Zoom Certified Endpoint

poly

Yealink

logitech

Jabra GN

nuwave

www.nuwave.com

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synthesis

An Innovative Solution for Connecting Voice Services

Network as a Platform

NUWAVE SYNTHESIS™ is a product that allows partners to bring their own SIP trunks to inter-connect into the NUWAVE carrier grade Network for ease of deployment for Zoom Voice.

NUWAVE does all the heavy lifting for partners by interfacing with the Zoom infrastructure and acting as the “front end” for partners networks, essentially meshing the NUWAVE carrier grade redundant network with the partners for the most optimal routing and resilient delivery of services.

Why SYNTHESIS

The SYNTHESIS™ platform is created to fill the gap and give speed to market for Carrier networks looking to offer their own Cloud Platform Carrier Voice services.

Who is this for

- ✓ **Carrier Operators**
- ✓ **Telecom License Partners**

“NUWAVE is focused on the simplification, automation, and innovation that enhances our partners to be successful in the ever-changing marketplace. Our goal is to enable a scalable future for all that strive to be the best in their cloud communication service offerings.” Mark Bunnell - COO

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Why SYNTHESIS

The goal of the SYNTHESIS Platform is to simplify, speed up the onboarding process, reduce the associated integration CAPEX costs for the Service Provider and leverage existing Network as a Service from SYNTHESIS to provide deeper integrations, and overall, enable more Service Providers to easily integrate and offer voice services for cloud platform providers with less associated cost and complexity of handling of the relevant infrastructure.

Connectivity

Synthesis Provides Geo Redundant Global Network Coverage, with Pops in ASIA PACIFIC, EUROPE, North America, AFRICA and Latin Americas Regions.

Visibility

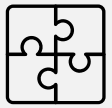
Synthesis provides Analytics with Encrypted SIP Analytics and IP Flow with quality assurance tools to support Partner Operations.

Scalability

Only pay for what you use without CapeX investment. SYNTHESIS platform provides maximum on-demand elasticity.

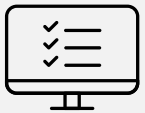
Automation

SYNTHESIS provides automated Routing through NUWAVE's Centralized Intelligent Routing Core, making it easy to connect and manage your service.



Security

Advanced security modules such as Carrier-Grade DDOS Mitigation, STIR/Shaken Framework, SIP Security with auto Detection & Blocking, and Toll Fraud Detection & Mitigation.



UC platform

Synthesis is connected to the Zoom network and partner using synthesis can easily and quicky launch and enable their own Cloud UC voice Offering.

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Award-Winning CPaaS Platform

ipilot

iPILOT offers a cloud platform as a service (CPaaS) to support the entire Zoom Calling lifecycle including migration, deployment, capacity management, support, analytics, and integration.

API Integration

synthesis

Network as a Platform.

Complex Integrations Solved Through Innovation.

Simplifying the launch and scale of your UC Cloud Voice Offering.

Geo-Redundant Global Network

North America | Europe | Asia Pacific

Carrier Grade Infrastructure

- Certified, Carrier-Grade SBCs
- High Availability, Firewall Routers
- Synthesis Centralized Intelligent Core Routing

Security, Analytics, and Fraud Protection Tools

- Carrier-Grade DDOS Mitigation
- STIR/Shaken Framework
- SIP Security with auto Detection & Blocking
- Encrypted SIP Analytics
- IP Flow Analytics
- Visibility & Quality Assurance Tools
- Toll Fraud Detection & Mitigation

ISO 27001 Certification

SIP Connectivity

Carrier/Partner Network

Direct BGP Peering

zoom

UC TODAY

PARTNER OF THE YEAR – USA WINNER: nuwave

RISING STAR WINNER: nuwave

How ISO 27001 Benefits NUWAVE 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.

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Choose your solution

Call Path

$19.95 /call path/mo.

N. America

750 pooled outbound min per CALL PATH

ADDITONAL minutes can be added

Unlimited ZOOM to ZOOM calls

EU

Inbound free

Outbound min. billed

See International, In-country Rates & Surcharges

Unlimited ZOOM to ZOOM calls

On Demand

Elastic Capacity

iPILOT platform included

Zoom Phone management, & automation platform

24/7 Support

Phone, Email, Web Chat

Unified Voice

$5.50 /per user/mo.

N. America

1000 Domestic minutes per user pooled

EU

Inbound free

Outbound min. billed

See International, In-country Rates & Surcharges

Unlimited ZOOM to ZOOM calls

All-in-One Solution

1 phone number & Dynamic 911 included.

iPILOT platform included

Zoom Phone management, & automation platform

On Demand

Capacity Scaling, Provisioning, and MACD Support

24/7 Support & Training

Phone, Email, Web Chat

BYOC

$4.00 /per user/mo.

Visibility & Control

ZOOM Phone and Carrier Services

Carrier Management

Bring your own carrier & manage your global voice network

Single Pane of Glass

Zoom Phone management, & automation platform

On Demand

Capacity Scaling, Provisioning, and MACD Support

24/7 Support & Training

Phone, Email, Web Chat

CURRENCY - USD

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ipilot Proof of Concept

60-Day Free Trial

Seeing is believing. In only a few minutes, enable yourself with the most industry disrupting tool in the market for Zoom Phone. Go to www.ipilot.io to get started.

We are here to answer any questions: sales@NUWAVE.com.

Included with our Free Trial:

NUWAVE's award-winning world class PSTN hosted Voice Network

iPILOT's first in its class automated provisioning platform

Unified, Simple, and fast Zoom Phone Calling Experience

Hands on Experience

- Gain "Hands On" Experience with the iPILOT Self-Service Portal for Zoom Phone
- Set-Up : Dedicated Solution Engineer for Standard Configurations
- Duration: 60 Days - up to 10 Unified Voice Licenses w/DID's
- Location: US (Immediate Trunk & DID Availability)
- Pre- Req's: Zoom Phone Licenses

Combined with NUWAVE's carrier grade SBCs, iPILOT delivers the best unified calling experience for Zoom Phone in the market today.

- Unified Solution
- Single Pane of Glass Management
- Global Compliance
- Enabled in Minutes

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Thankyou

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