Unified Communications Platform

Telespace is a **Cisco® Gold Provider**—the highest level of Provider Partner—that delivers as-a-service and managed solutions via flexible consumption models: aligning to customers' business goals, reducing CapEx costs and lower operating risk.

INTEGRATED VOIP
Our UCaaS Platform integrates the best of global VoIP calling with integrated video allowing you the flexibility to take calls from anywhere and from any device securely.

INTEGRATED VOICEMAIL
Our integrated voicemail dynamically converts into email and sent to the receiver on desktop or mobile.

INSTANT MESSAGING
Create group or private chat sessions with your team members from any device

PRESENCE
Check the Real Time availability of your team for a meeting, call, or instant messaging.

WEBEX MEETINGS & COLLABORATION
Schedule and connect via web teleconference and anywhere and anytime, with record functionality.

THIRD PARTY INTEGRATION
Use our native tools or integrate with your favorite apps like Microsoft Teams.

The Telespace Unified Communications as a Service (UCaaS) offering incorporates:

- IP Telephony/Voice over IP
- Integrated Voicemail
- Instant Messaging
- Presence (individuals' availability for an IM, call or meeting via Cisco Teams)
- Webex Meetings & Collaboration
- Third Party integration of Collaboration Apps

Why UCaaS?

- Single App for Desktop, Mobile, and Tablet
- 99.999% uptime reliability and Quality of Service (QoS) with SLAs
- Increase Productivity and Team Collaboration
- Minimal Capital Expense & Lower Cost of Ownership
- Minimal IT Support Required
- Multiple Features In One App
- Single user access to the referenced functions on up to ten (10) different endpoints

telespace

The Telespace Difference

As one of only a handful of Cisco® Gold Providers globally, Telespace has earned a solid reputation for its cloud network, the innovative services that run on it, and the simplified environment customers enjoy when using integrated third-party applications.

TeleSpace sets itself apart in the cloud service marketplace using a set of differentiated services, including a dedicated private cloud instance with flexible options for customization and consumption models. Our carrier-class, geographically redundant network architecture includes multi-carrier diversity and also provides SLAs, 99.999% uptime, 24/7/365 US based Service Desk, full service Remote ITSM-as-a-Service, staging & kitting, nationwide deployment/logistics and field dispatch services. All TeleSpace services are available in PCI DSS, HIPAA and SOC 2 compliance states.

FLEXIBLE CONSUMPTION MODELS:

PER USER
priced per Knowledge Worker
or seat for each capability

OR

PER MINUTE
priced per minute
of use for each capability

STAGING & KITTING

Enterprise Telecom Services provides global infrastructure and expertise to support large-scale forward and reverse logistics for consumer technology devices, critical infrastructure sparing, and everything in between. Full device lifecycle management to include:

- Equipment procurement
- Staging coordination
- Asset tracking
- Inventory management
- Device configuration and registration

FIELD DISPATCH SERVICES

Field service management typically involves dispatching workers or contractors to a location outside company premises to install, maintain or repair equipment, systems or assets. TeleSpace service managers organize field resources and coordinate the work of field service practitioners who deliver skilled, specialized or proprietary services to clients.

- 2,000 W2 Technicians
- 4-hour Onsite SLAs available
- 24x7 Field Service support

TELESPACE BENEFITS:
- Custom Packages tailored to your needs
- Remote site survivability
- SDWAN capable, as well as traditional MPLS connectivity
- Soft phone/hard phone over the Internet
- Enforceable SLAs
- Geographic redundancy
- Self-service portal
- 100% US-based support and operations
- Four-hour onsite dispatch
- Compliance (PCIDSS, SOC2, HIPAA)
- Staging, kitting and logistics
- Project management
- Remote and onsite training

ADJUNCT APPLICATIONS & SERVICES:
- MS Teams Integration
- E911 (meets Kari's Law, Ray Baum's Act)
- Call recording
- Paging/broadcasting
- Call Detail Reporting
- Telco management

Microsoft Teams

Use your Cisco Phones, Paging integration and dynamic Hunt groups while using the MS Teams Client and keep your E911 services for all your users to remain compliant with Ray Baum's Act.

rackspace technology.

GENESIS

CISCO

PCI DSS SERVICE ORGANIZATION

SOC 2 SERVICE ORGANIZATION

HIPAA HITECH SERVICE ORGANIZATION

NMSDC MBE Certified

FR FedRAMP

FISMA COMPLIANCE